

# Critical Information Summary: Easy Broadband ADSL2+

## About the Service

Internode Easy Broadband is an ADSL service that delivers high-speed broadband nationwide, direct from our own broadband access networks.

You can use a suitable telephone service from another provider and pay the standard pricing, or you can use an Internode NodeLine telephone service (from \$29.95 per month) and receive a monthly bundling discount on your broadband. A Critical Information Summary for NodeLine is available separately:

[www.internode.on.net/pdf/legal/cis/cis-internode-nodeline.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nodeline.pdf)

## Included Features

There are a range of value-added services included with Easy Broadband, and these are documented on our website.

## Minimum Term

- A minimum term of 1 month applies to all Easy Broadband services.
- If bundled, NodeLine has a minimum term of 3 months.

## Early Cancellation Fees

- There are no specific cancellation charges for this product on a Monthly Contract.
- Cancelling your broadband service will also cancel any other Internode products you've purchased that are only available when bundled with broadband. If those products have their own contract, you are liable for their associated early cancellation charges.

## Plans

Plan Name	Monthly Included Data	Monthly Charge	Total Min. Charge (monthly contract)	Unit Cost 1 GB of data incl in plan
Easy Broadband 500	500 GB	\$59.99	\$59.99	\$0.12
Total Bundled Price for Easy Broadband 500 with NodeLine	500 GB	\$59.99	\$179.99	\$0.07
Easy Broadband Unlimited	Unlimited	\$79.99	\$79.99	N/A
Total Bundled Price for Easy Broadband Unlimited with NodeLine	Unlimited	\$79.99	\$239.97	N/A

- The Total Minimum Cost on a monthly contract includes the standard setup fee (\$0). It also includes 1 month of broadband plan rental (if not bundled with NodeLine); or 3 months of broadband plan and NodeLine rental (if bundled with NodeLine - because NodeLine has a three month minimum term).
- Data blocks, option packs, call charges, call packs, and optional features are additional. NodeLine setup fees may apply if setting up a new fixed-line phone service. See the NodeLine Critical Information Summary for NodeLine costs

## Setup Charges

Setup Method	Monthly Contract
Single Service Migration from Internode ADSL via Telstra DSLAM	\$0
Single Service Transfer from ADSL with another ISP	\$0
Establish New Service on suitable existing telephone line	\$0

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility

## Availability

- Easy Broadband availability can be checked using our coverage checker: [www.internode.on.net/coverage](http://www.internode.on.net/coverage)

Further information: [www.internode.on.net/easybroadband](http://www.internode.on.net/easybroadband)

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

### Required Equipment

- Easy Broadband requires a basic telephone service in order to function
- You can use a suitable telephone service from another provider and pay the standard pricing, or you can use an Internode NodeLine telephone service (from \$29.95 per month) and receive a monthly bundling discount on your broadband
- You will require an ADSL router to connect your Easy Broadband service. If you don't already have one, Internode can sell you a suitable device at additional cost.

### Excess Usage

- There are no automatic excess usage charges on these plans. Except for Easy Broadband Unlimited, traffic beyond the included data will be slowed to 256 kbps.
- Included Data (Quota) is counted as the total of downloads plus uploads.
- These plans are not eligible for unmetered data inclusions. All data counts as metered usage of your monthly included data quota.
- You may purchase Data Blocks at an additional cost for a data top up, if required. See [www.internode.on.net/datablocks](http://www.internode.on.net/datablocks).

### Monitoring Your Usage

Customers can obtain information on their usage via My Internode: [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode)

#### Internode Customer Service

Support

**P: 1300 788 233**

**Online at:**

[www.internode.on.net/contact/support](http://www.internode.on.net/contact/support)

Sales

**P: 13 66 33**

**Online at:**

[www.internode.on.net/contact/sales/](http://www.internode.on.net/contact/sales/)

#### Complaints Handling

If you are dissatisfied with Internode, please contact us first, through our escalation process so we can try and resolve your complaint.

[www.internode.on.net/complaints](http://www.internode.on.net/complaints)

#### Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.

TIO

**P: 1800 062 058**

[www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)