

# Critical Information Summary:

## Easy Reach Biz

### About the Service

Internode Easy Reach Biz is an ADSL service that delivers high-speed broadband nationwide, via the Telstra Wholesale broadband access network. There are a range of value-added services included with Easy Reach Biz (20 Mailboxes, fixed IP and 1GB of webspace), and these are documented on our website

### Minimum Term

A minimum term of one month applies to Easy Reach Biz. Alternatively, a discounted setup fee is available on a 24 month contract

### Early Cancellation Fees

- Applies to the 24 month contract term only. These charges cover the costs reasonably incurred by us when the contract commenced.
- If you select a 24 month contract term, and cancel your service during the initial 24 month period, you are liable for an early cancellation charge. The break fees are as follows:
  - 1-12 months tenure: \$120 contract break fee
  - 13-24 months tenure: \$65 contract break fee
- Cancelling your Easy Reach Biz service will also cancel the NodeLine Biz service, which is only available when bundled with Easy Reach Biz. The NodeLine Biz service will be automatically converted to a NodeLine Business Value service.

### Plans

Plan Name	Monthly Included Data	Monthly Charge	Total Min. Charge (no lock-in contract)	Total Min. Charge (24 Month contract)	Unit Cost of 1GB of data included in plan
Easy Reach Biz Basic	100GB	\$99.95	\$228.95	\$2477.80	\$1.00
Easy Reach Biz Basic when bundled with NodeLine Biz	100GB	\$69.95	\$198.95	\$1757.80	\$0.70
Easy Reach Biz Value	250GB	\$119.95	\$248.95	\$2957.80	\$0.48
Easy Reach Biz Value when bundled with NodeLine Biz	250GB	\$89.95	\$218.95	\$2237.80	\$0.36
Easy Reach Biz Enhanced	600GB	\$159.95	\$288.95	\$3917.80	\$0.27
Easy Reach Biz Enhanced when bundled with NodeLine Biz	600GB	\$109.95	\$238.95	\$2717.80	\$0.18
Easy Reach Biz Premium	1200GB	\$169.95	\$298.95	\$4157.80	\$0.14
Easy Reach Biz Premium when bundled with NodeLine Biz	1200GB	\$129.95	\$258.95	\$3197.80	\$0.11

- The Total Minimum Cost on a monthly contract is the standard setup fee (\$129) and one month of plan rental.
- The Total Minimum Cost on a 24 Month Contract is the discounted setup fee (\$79), plus 24 months of plan rental.

### Availability

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

### Required Equipment

- Easy Reach Biz 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 Biz telephone service (from \$30.00 per month) and receive a monthly bundling discount on your broadband.
- A Critical Information Summary for NodeLine Biz is available separately: [www.internode.on.net/pdf/legal/cis/cis-internode-nodeline-biz.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nodeline-biz.pdf)
- You will require an ADSL router to connect your Easy Reach Biz service. If you don't already have one, Internode can sell you a suitable device at additional cost.

Further information: [www.internode.on.net/bizbundles/easy\\_reach\\_biz](http://www.internode.on.net/bizbundles/easy_reach_biz)

## Setup Charges

Setup Method	Monthly Contract	24 Month Contract
Telstra Fast Transfer (Churn) to a suitable existing ADSL service	\$39	\$0
Establish New Service (on suitable existing telephone line)	\$129	\$79

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

## Excess usage

- There are no excess usage charges on these plans. Traffic beyond the included data be slowed to 512kbps/512kbps.
- Included Data (Quota) is counted as the total of downloads only on Easy Reach Biz.
- You may purchase additional data if required. See [www.internode.on.net/datablocks](http://www.internode.on.net/datablocks)

## Usage Information

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

<p><b>Customer Service Contact Details</b></p> <p>You can contact Internode for Technical Support via <b>1300 788 233</b> or online at: <a href="http://www.internode.on.net/contact/support">http://www.internode.on.net/contact/support</a></p>	<p><b>Complaints Handling</b></p> <p>If you are dissatisfied with Internode, please follow the escalation process here: <a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b></p> <p>If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for independent mediation.</p> <p>TIO  <b>P: 1800 062 058</b>  <a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a></p>
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