

Critical Information Summary: Business Fibre Estates Broadband

About the Service

Internode Fibre Estates Broadband with a Business Pack or Power Pack is a high speed broadband service available in selected housing estates across Australia, via the combined OptiComm and OPENetworks Wholesale broadband access networks.

Included Features

There are a range of value-added features included with Fibre Estate Broadband plans, with further details here:

www.internode.on.net/business/broadband/fibre/estates/

- Unlimited Data

Minimum Term

Choose from:

- Monthly (\$0 activation fee), or
- 24 month contract (\$0 activation fee with discounted hardware).

Early Cancellation Fees

- Monthly contract – none. You can cancel at any time.
- 24 month contract - if you cancel before the period ends, you are liable for an early cancellation charge. The maximum applicable charge is \$120 within the first month. This early cancellation charge reduces by \$5 for each month (including part thereof) left in the contract, reducing to \$5 in the final month.
- Cancelling your broadband service will also cancel any other Internode products that are only available when bundled with broadband. Should those products have their own contract, you are liable for their associated break fees.

Plans

Plan Name	Speed Tier	Monthly Included Data	Monthly Charge	Total Min. Charge (monthly contract)	Total Min. Charge (24 month contract)*
Fibre Bronze Unlimited	Fibre12	Unlimited	\$70.00	\$70.00	\$1,680.00
Fibre Silver Unlimited	Fibre25	Unlimited	\$75.00	\$75.00	\$1,800.00
Fibre Gold Unlimited	Fibre50	Unlimited	\$85.00	\$85.00	\$2,040.00
Fibre Platinum Unlimited	Fibre100	Unlimited	\$95.00	\$95.00	\$2,280.00

- Business Packs add \$30 per month. Total Min, Charge (monthly contract) add \$30.00. *Total Min.-Charge (24 month contract) does not include additional charges for Business Pack.
- Power Packs add \$10 per month. Total Min, Charge (monthly contract) add \$10.00. *Total Min.-Charge (24 month contract) does not include additional charges for Power Pack.
- Total Minimum Charge on a monthly contract is one month plan rental.
- Total Minimum Charge on a 24 month contract is 24 months of plan rental.

Availability

Internode Fibre Estates broadband is only available in Fibre Estates areas. Availability can be checked by contacting Internode on **1300 626 669** or using our coverage checker at www.internode.on.net

Required Equipment

- Depending on how your Fibre Estates service is connected to your premises, you will require either an Ethernet-capable or VDSL2-capable router.
 - If you don't already have one, Internode can sell you a suitable device at additional cost.
- Installation of the Optical Network Terminating Unit (if not present) or cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Excess Usage

Both uploads and downloads count towards your monthly included data. Fibre Estates plans include unlimited data so there is no excess usage charges or shaping (slowing) of speeds.

Further information: www.internode.on.net/business/broadband/fibre/estates/

Information is current as of 27/11/2024, is subject to change without notice and all prices quoted include GST

Fibre Estates Speeds

- Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Internode. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about Fibre Estates speeds here: www.internode.on.net/business/broadband/fibre/estates/

Speed Tier	Typical Business Hours Speeds (9am – 5pm, Mon – Fri)*	Upload speeds*
Basic (Fibre12)	9.6Mbps	0.8Mbps
Standard (Fibre25)	20.0Mbps	4.25Mbps
Standard Plus (Fibre50)	40.0Mbps	17.0Mbps
Premium (Fibre100)	80.0Mbps	34.0Mbps

*Estimated typical business hour download speeds are measured between 9am-5pm, Monday to Friday. The speed stated here is currently based on an estimate. Internode will revise the typical business hour download speed once it has collected enough data on the speed performance for this plan. Typical business hour upload speed is estimated by reference to the maximum upload speed for the plan.

Monitoring Your Usage

Customers can obtain information on their usage via My Internode: www.internode.on.net/myinternode

<p>Internode Customer Service Support P: 1300 788 233 Online at: www.internode.on.net/contact/support</p> <p>Sales P: 13 66 33 Online at: www.internode.on.net/contact/sales/</p>	<p>Complaints Handling If you are dissatisfied with Internode, please contact us first, through our escalation process so we can try and resolve your complaint.</p> <p>www.internode.on.net/complaints</p>	<p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
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