Critical Information Summary:
Fibre Estates Broadband

About the Service

Internode Fibre Estates 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/residential/broadband/fibre/estates

- Unlimited Data
- 50MB of Personal Webspace
- 5 email addresses.

Minimum Term

A minimum term of one month applies to Internode Fibre Estates Broadband services, with $0 activation fee.

Early Cancellation Fees

- There are no specific cancellation charged for this product on a Monthly Contract
- 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 (no lock-in)
Bronze (Fibre12) Unlimited	Fibre12	Unlimited	$70	$70
Sliver (Fibre25) Unlimited	Fibre25	Unlimited	$75	$75
Gold (Fibre50) Unlimited	Fibre50	Unlimited	$85	$85
Platinum (Fibre100) Unlimited	Fibre100	Unlimited	$95	$95

- Total Minimum Charge on a monthly contract is one month 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 included unlimited data so there is no excess usage charges or shaping (slowing) of speeds.

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

Information is current as of 20/11/2024, is subject to change without notice and all prices quoted include GST   Page **1** of **2**

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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/residential/broadband/fibre/estates/**

Speed Tier	Estimated Typical Evening Download Speeds (7pm – 11pm)*	Typical Evening Upload Speeds (7pm – 11pm)*
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 evening download speed is measured between 7pm—11pm. The speed stated here is currently based on an estimate. Internode will revise the typical evening download speed once it has collected enough data on the speed performance for this plan. Typical evening 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**

Internode Customer Service

Support
P: 1300 788 233
Online at:
www.internode.on.net/contact/support

Sales
P: 13 66 33
Online at:
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

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

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