Critical Information Summary:
Business NBN Fibre (Existing Customers)

About the Service

The NBN service with a Business Pack delivers internet connectivity via the NBN Fibre Network (FTTP, FTTB or FTTN). There are a range of services included, and these are documented at **www.internode.on.net/business/nbn**

This Critical Information Summary (CIS) covers NBN Fibre (FTTP, FTTB and FTTN) only. CIS for NBN HFC, NBN FTTC and NBN Fixed-Wireless are available separately:

- Business NBN HFC:
  www.internode.on.net/pdf/legal/cis/cis-internode-nbn-hfc-business.pdf
- Business NBN FTTC:
  www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fttc-business.pdf
- Business NBN Wireless:
  www.internode.on.net/pdf/legal/cis/cis-internode-nbn-wireless-business.pdf

For phone services on the NBN, a compatible router is required, which may attract additional cost as outlined below, and customers can choose from a range of optional NodePhone VoIP plans. Read more at: **www.internode.on.net/business/nbn/phone-services**

Minimum Term

Choose from:

- no lock-in ($99 activation fee), or
- 24 months contract ($0 activation fee).

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 24 month contract – a break fee applies if you cancel your service during the 24 months contract term. This fee covers the costs reasonably incurred by Internode when the contract commenced. The minimum applicable break fee is $300 if you cancel within the first 6 months. The break fees below apply thereafter:
  - 1-6 months tenure: $300 contract break fee
  - 7-12 months tenure: $225 contract break fee
  - 13-18 months tenure: $150 contract break fee
  - 19-24 months tenure: $100 contract break fee
- Cancelling your broadband service will also cancel any Internode products you've purchased that are only available when bundled with broadband. Should those products have their own contract term, you are liable for their associated break fees.

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
Bronze (nbn12) 100	100GB	$79.99	$178.99	$1919.76	$0.80
Bronze (nbn12) 500	500GB	$94.99	$193.99	$2279.76	$0.19
Silver (nbn25) Unlimited	Unlimited	$99.99	$198.99	$2399.76	NA
Gold (nbn50) 100	100GB	$84.99	$183.99	$2039.76	$0.85
Gold (nbn50) 500	500GB	$104.99	$203.99	$2519.76	$0.21
Gold (nbn50) Unlimited	Unlimited	$109.99	$208.99	$2639.76	NA
Platinum (nbn100) 100	100GB	$104.99	$203.99	$2519.76	$1.05
Platinum (nbn100) 500	500GB	$124.99	$223.99	$2999.76	$0.25
Platinum (nbn100) Unlimited	Unlimited	$129.99	$228.99	$3119.76	NA

- The Total Minimum Cost on a monthly contract includes: one month of plan rental plus the standard setup fee ($99)
- The Total Minimum Cost on a 24 Month Contract includes: 24 months of plan rental plus the discounted setup fee ($0)
- An additional once-off $300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development

Availability

- Internode NBN is available within NBN Fibre (FTTP,FTTB or FTTN) areas and can be checked by contacting Internode on 1300 626 669.

Further information: www.internode.on.net/business/internet/nbn/

Required Equipment

- You will need an Ethernet router for FTTP services or a VDSL2 capable router for FTTN and FTTB services. If you don't already have a compatible router, Internode can sell you a suitable device at an additional cost.

NBN 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 NBN speeds here: **www.internode.on.net/nbnspeeds**

Speed Tier	Typical Business Speeds*	
	Download speeds	Upload speeds
Basic (NBN12)	12Mbps	1Mbps
Standard (NBN25)	25Mbps	Between 1Mbps & 5Mbps
Standard Plus (NBN50)	50Mbps	Between 1Mbps & 20Mbps
Premium (NBN100)	90Mbps	Between 1Mbps & 40Mbps

- *Typical Business Hours Speeds are subject to change and are measured between 9am-5pm, Monday to Friday. Speeds are not guaranteed and may vary.
- The maximum possible speed that is available outside the busy period of 9am-5pm, Monday to Friday is; 12Mbps (NBN12), 25Mbps (NBN25), 50Mbps (NBN50) & 100Mbps (NBN100).

Excess usage

- There are no excess usage charges on these plans – instead, traffic beyond the included data will be slowed (shaped) to 512kbps/512kbps. You may purchase additional data if required. See **www.internode.on.net/datablocks**
- Included Data (Quota) is counted as the total of downloads plus uploads.

Usage Information

Customers can obtain information on their usage via **www.internode.on.net/myinternode**

Battery Backup and Power Outages (FTTP only)

NBN FTTP services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is only available on NBN FTTP. In order for your service to work in a power outage, please be aware that:

- You must have an active BBU installed. This is optional and you can elect to get this installed at no extra cost when you apply for an NBN FTTP service with Internode.
- Access to the Internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Network Termination Device (NTD).
- During a power outage, the battery will provide power for a limited period of time. A fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

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

Further information: www.internode.on.net/business/internet/nbn/