

Critical Information Summary:

Easy Broadband Biz ADSL2+

About the Service

Internode Easy Broadband Biz is an ADSL service that delivers high-speed broadband nationwide, direct from the Internode and iiNet broadband access networks. There are a range of value-added services included with Easy Broadband 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 Broadband 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 Broadband Biz service will also cancel the NodeLine Biz service, which is only available when bundled with Easy Broadband 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 Broadband Biz Basic	100GB	\$79.95	\$208.95	\$1997.80	\$0.80
Easy Broadband Biz Basic when bundled with NodeLine Biz	100GB	\$49.95	\$178.95	\$1277.80	\$0.50
Easy Broadband Biz Value	300GB	\$99.95	\$228.95	\$2477.80	\$0.33
Easy Broadband Biz Value when bundled with NodeLine Biz	300GB	\$69.95	\$198.95	\$1757.80	\$0.23
Easy Broadband Biz Enhanced	600GB	\$139.95	\$268.95	\$3437.80	\$0.23
Easy Broadband Biz Enhanced when bundled with NodeLine Biz	600GB	\$89.95	\$218.95	\$2237.80	\$0.15
Easy Broadband Biz Premium	1200GB	\$149.95	\$278.95	\$3677.80	\$0.12
Easy Broadband Biz Premium when bundled with NodeLine Biz	1200GB	\$109.95	\$238.95	\$2717.80	\$0.09

- 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 Broadband Biz availability can be checked using our online coverage checker: www.internode.on.net/coverage.

Required Equipment

- Easy Broadband 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
- You will require an ADSL router to connect your Easy Broadband 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_broadband_biz

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

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Setup Charges

Setup Method	Monthly Contract	24 Month Contract
Single Service Migration (from Internode ADSL via Telstra DSLAM)	\$49	\$0
Single Service Transfer (from another ISP)	\$129	\$79
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 Broadband Biz.
- You may purchase additional data if required. See www.internode.on.net/datablocks

Usage Information

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

Customer Service Contact Details You can contact Internode for Technical Support via 1300 788 233 or online at: http://www.internode.on.net/contact/support	Complaints Handling 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.	Telecommunications Industry Ombudsman (TIO) 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 http://www.tio.com.au/making-a-complaint
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