

# Critical Information Summary: Easy Broadband Business ADSL2+

## About the Service

Internode Easy Broadband with a Business Pack is an ADSL service that delivers high-speed broadband nationwide, direct from our own broadband access networks

You can use a suitable telephone service from another provider and pay the standard pricing, or you can use an Internode NodeLine telephone service (from \$29.95 per month) and receive a monthly bundling discount on your broadband. A Critical Information Summary for NodeLine is available separately:

[www.internode.on.net/pdf/legal/cis/cis-internode-nodeline.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nodeline.pdf)

## Included Features

- There are a range of value-added services included with Easy Broadband, and these are documented on our website

## Minimum Term

- A minimum term of 1 month applies to all Easy Broadband services.
- If bundled, NodeLine has a minimum term of 3 months.

## 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 maximum applicable charge is \$300 within the first 6 months.
- Cancelling your broadband service will also cancel any other Internode products you've purchased that are only available when bundled with broadband. If those products have their own contract, you are liable for their associated early cancellation charges.
- Refer to the table below for further detail on cancellation fees

## Plans

Plan Name	Monthly Included Data	Minimum Monthly Charge	Maximum Monthly Charge	Total Min. Cost (monthly contract)	Total Max. Cost (24 Month Contract)	Unit Cost 1 GB of data incl in plan
Easy Broadband 500 with Business Pack	500 GB	\$89.99	\$388.99	\$218.99	\$2,238.76	\$0.18
Total Bundled Price for Easy Broadband 500 with Business Pack and NodeLine	500 GB	\$94.99	\$393.99	\$413.97	\$2,358.76	\$0.13
Easy Broadband Unlimited with a Business Pack	Unlimited	\$109.99	\$109.99	\$238.99	\$2,718.76	N/A
Total Bundled Price for Easy Broadband Unlimited with a Business Pack and NodeLine	Unlimited	\$114.99	\$114.99	\$473.97	\$2,838.76	N/A

- The Total Minimum Cost on a monthly contract includes the standard setup fee (\$129). It also includes 1 month of broadband plan rental (if not bundled with NodeLine); or 3 months of broadband plan and NodeLine rental (if bundled with NodeLine - because NodeLine has a three month minimum term).
- The Total Minimum Cost on a 24 month contract includes the discounted setup fee (\$79). It also includes 24 months of broadband plan rental (if not bundled with NodeLine); or 24 months of broadband plan and NodeLine rental (if bundled with NodeLine).
- Call charges, call packs, and optional features are additional. NodeLine setup fees may apply if setting up a new fixed-line phone service.
- See the NodeLine Critical Information Summary for NodeLine costs.

## Setup Charges

You have the options of:

- A standard setup fee with a monthly contract.
- A discounted setup fee with a 24 month contract term.

Setup Method	Monthly Contract	24 Month Contract
Single Service Migration from Internode ADSL via Telstra DSLAM	\$49	\$0
Single Service Transfer from ADSL with 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

Further information: [www.internode.on.net/business/adsl](http://www.internode.on.net/business/adsl)

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

## Cancellation Charges

Early Cancellation Charges	Contract Tenure			
	1-6 Months	13-18 Months	7-12 Months	19-24 Months
Easy Reach with a Business Pack	\$300	\$225	\$150	\$100

## Availability

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

## Required Equipment

- Easy Broadband with a Business Pack 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 Business telephone service (from \$34.95 per month) and receive a monthly bundling discount on your broadband
- You will require an ADSL router to connect your Easy Broadband service. If you don't already have one, Internode can sell you a suitable device at additional cost.

## Excess Usage

- There is no automatic excess traffic shaping on Easy Broadband with a Business Pack.
- Except for Easy Broadband Unlimited with a Business Pack, if your Monthly Included Data is exceeded, then the excess downloads are charged at \$5 per GB (calculated at 0.5 cents per MB).
- This 'excess traffic charge' is capped to a maximum of \$299 per month.
- Included Data (Quota) is counted as the total of downloads only on Easy Broadband with a Business Pack.
- These plans are not eligible for unmetered data inclusions. All data counts as metered usage of your monthly included data quota.

## Monitoring Your Usage

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

### Internode Customer Service

Support

**P: 1300 788 233**

Online at:

[www.internode.on.net/contact/support](http://www.internode.on.net/contact/support)

Sales

**P: 13 66 33**

Online at:

[www.internode.on.net/contact/sales/](http://www.internode.on.net/contact/sales/)

### Complaints Handling

If you are dissatisfied with Internode, please contact us first, through our escalation process

<https://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 assistance.

TIO

**P: 1800 062 058**

[www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

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