

Critical Information Summary:

Easy Reach ADSL2+

About the Service

Internode Easy Internode Easy Reach is an ADSL service that delivers high-speed broadband nationwide, via the Telstra Wholesale broadband access network

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

Included Features

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

Minimum Term

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

Early Cancellation Fees

- There are no specific cancellation charges for this product on a Monthly Contract.
- 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.

Plans

| Plan Name | Monthly Included Data | Monthly Charge | Total Minimum Cost (Monthly Contract) | Unit Cost 1 GB of data incl in plan |
|--|-----------------------|----------------|---------------------------------------|-------------------------------------|
| Easy Reach 100 | 100 GB | \$69.99 | \$69.99 | \$0.70 |
| Total Bundled Price for Easy Reach 100 with NodeLine | 100 GB | \$69.99 | \$209.97 | \$0.41 |
| Easy Broadband 200 | 200 GB | \$79.99 | \$79.99 | \$0.40 |
| Total Bundled Price for Easy Reach 200 with NodeLine | 200 GB | \$79.99 | \$239.97 | \$0.26 |
| Easy Reach 400 | 400 GB | \$99.99 | \$99.99 | \$0.25 |
| Total Bundled Price for Easy Reach 400 with NodeLine | 400 GB | \$99.99 | \$299.97 | \$0.18 |

- The Total Minimum Cost on a monthly contract includes the standard setup fee (\$0). 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).
- Data blocks, option packs, 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

| Setup Method | Monthly Contract |
|--|------------------|
| Telstra Fast Transfer ('Churn') a suitable existing ADSL service | \$0 |
| Establish New Service (on suitable existing telephone line) | \$0 |

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility

Availability

- Easy Reach availability can be checked using our coverage checker: www.internode.on.net/coverage

Further information: www.internode.on.net/easyreach

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

Required Equipment

- Easy Reach 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 telephone service (from \$29.95 per month) and receive a monthly bundling discount on your broadband
- You will require an ADSL router to connect your Easy Reach Business service. If you don't already have one, Internode can sell you a suitable device at additional cost.

Excess Usage

- There are no automatic excess usage charges on these plans. Traffic beyond the included data will be slowed to 256 kbps.
- Included Data (Quota) is counted as the total of downloads plus uploads.
- These plans are not eligible for unmetered data inclusions. All data counts as metered usage of your monthly included data quota.
- You may purchase Data Blocks at an additional cost for a data top up, if required. See www.internode.on.net/datablocks

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/easyreach

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