

## Information About The Service

Internode Easy Reach is an ADSL service that delivers high-speed broadband nationwide, via the Telstra Wholesale broadband access network. There are a range of value-added services included with Easy Reach, and these are documented on our website.

### Requirements & Availability

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. 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)

You will require an ADSL router to connect your Easy Reach service. If you don't already have one, Internode can sell you a suitable device at additional cost.

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

### Minimum Term

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

## Information About Pricing

### Monthly Charges

There are three Easy Reach plans. Each plan has a standard monthly price, and a reduced monthly price that applies if the broadband service is bundled with NodeLine. The following table shows the total price for NodeLine and broadband.

Plan Name	Monthly Included Data	Monthly Charge	Total Minimum Cost Monthly Contract	Total Minimum Cost 24 Month Contract	Unit Cost 1GB of data included in plan
Easy Reach 100	100 GB	\$69.99	\$198.99	\$1,758.76	\$0.70
<b>Total Bundled Price for Easy Reach 100 with NodeLine</b>	100 GB	\$69.99	\$338.97	\$1,758.76	\$0.41
Easy Reach 200	200 GB	\$79.99	\$208.99	\$1,998.76	\$0.40
<b>Total Bundled Price for Easy Reach 200 with NodeLine</b>	200 GB	\$79.99	\$368.97	\$1,998.76	\$0.26
Easy Reach 400	400 GB	\$99.99	\$228.99	\$2,478.76	\$0.25
<b>Total Bundled Price for Easy Reach 400 with NodeLine</b>	400 GB	\$99.99	\$428.97	\$2,478.76	\$0.18

- 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).
- 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.

### Excess Usage Charges

- 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](http://www.internode.on.net/datablocks)

### 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
Telstra Fast Transfer ('Churn') a suitable existing ADSL service	\$39	\$0
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.

### Cancellation Charges

- 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.

Early Cancellation Charge	Contract Tenure			
	1-6 months	7-12 months	13-18 months	19-24 months
Easy Reach	\$300	\$225	\$150	\$100

## Other Information

### Usage Information

Customers can obtain information on their Easy Reach usage at [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode)

### Customer Service Contact Details

Contact Internode Customer Service by calling **1300 788 233**; or online at [www.internode.on.net/contact/support](http://www.internode.on.net/contact/support).

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.internode.on.net/complaints](http://www.internode.on.net/complaints).

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation by calling **1800 062 058** or visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).