

## Information About The Service

Internode Fibre Estates is a high speed broadband service available in selected housing estates across Australia, via the combined OptiComm and OPENetworks Wholesale broadband access networks. There are a range of value-added services included with Internode Fibre Estates broadband, and these are documented on our website.

### Requirements & Availability

Depending on how your Fibre Estates service is connected to your premises, you will require either an Ethernet-capable or VDSL2-capable router. If you don't already have one, Internode can sell you a suitable device at additional cost.

Internode Fibre Estates broadband availability can be checked by contacting Internode on **1300 626 669**.

### Minimum Term

A minimum term of one month applies to Internode Fibre Estates Broadband services. Alternatively, a discounted setup fee is available on a 24 month contract.

## Information About Pricing

### Monthly Charges

There are sixteen Fibre Estates Broadband plans – a choice of four speeds, and four quota options at each speed.

Plan Name	Monthly Included Data	Monthly Charge	Total Minimum Cost	Total Minimum Cost	Unit Cost 1GB of data included in plan
			Monthly Contract	24 Month Contract	
Bronze (12/1 Mbps) 30	30 GB	\$49.95	\$148.95	\$1,198.80	\$1.67
Bronze (12/1 Mbps) 300	300 GB	\$69.95	\$168.95	\$1,678.80	\$0.24
Bronze (12/1 Mbps) 600	600 GB	\$89.95	\$188.95	\$2,158.80	\$0.15
Bronze (12/1 Mbps) 1000	1000 GB	\$99.95	\$198.95	\$2,398.80	\$0.10
Silver (25/5 Mbps) 30	30 GB	\$54.95	\$153.95	\$1,318.80	\$1.84
Silver (25/5 Mbps) 300	300 GB	\$74.95	\$173.95	\$1,798.80	\$0.25
Silver (25/5 Mbps) 600	600 GB	\$94.95	\$193.95	\$2,278.80	\$0.16
Silver (25/5 Mbps) 1000	1000 GB	\$104.95	\$203.95	\$2,518.80	\$0.11
Gold (50/20 Mbps) 30	30 GB	\$64.95	\$163.95	\$1,558.80	\$2.17
Gold (50/20 Mbps) 300	300 GB	\$84.95	\$183.95	\$2,038.80	\$0.29
Gold (50/20 Mbps) 600	600 GB	\$104.95	\$203.95	\$2,518.80	\$0.18
Gold (50/20 Mbps) 1000	1000 GB	\$114.95	\$213.95	\$2,758.80	\$0.12
Platinum (100/40 Mbps) 30	30 GB	\$74.95	\$173.95	\$1,798.80	\$2.50
Platinum (100/40 Mbps) 300	300 GB	\$94.95	\$193.95	\$2,278.80	\$0.32
Platinum (100/40 Mbps) 600	600 GB	\$114.95	\$213.95	\$2,758.80	\$0.20
Platinum (100/40 Mbps) 1000	1000 GB	\$124.95	\$223.95	\$2,998.80	\$0.13

- The Total Minimum Cost on a monthly contract is the standard setup fee, plus one month of plan rental.
- The Total Minimum Cost on a 24 Month Contract is the discounted setup fee, plus 24 months of plan rental.

### 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 on Fibre Estates broadband.
- 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.

Service	Monthly Contract	24 Month Contract
Fibre Estates Broadband	\$99	\$0

*Installation of the Optical Network Termination Unit (for Fibre to the Premises services only), and 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 \$120 within the first month. This early cancellation charge reduces by \$5 for each month (including part thereof) left in the contract, reducing to \$5 in the final month.
- 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.

## Other Information

### Usage Information

Customers can obtain information on their Fibre Estates broadband 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).