

# Critical Information Summary:

## INTERNODE HOME WIRELESS BROADBAND 100GB PLAN

### Information About The Service

#### Service Description

The Internode Home Wireless Broadband **100GB Plan** is a prepaid wireless service for existing Internode customers only which utilises our 4G network. The service includes 100GB data for use within Australia. Recurring charges are payable monthly in advance. Payment options are Direct Debit or Credit Card.

#### Speed

Home Wireless Broadband speeds are up to a maximum off-peak speed of 20Mbps download and 2Mbps upload. It is suitable for 1-3 users for browsing, emails, social media, streaming music, SD, and HD video. It is not suitable for 4K streaming and may not be suitable for online gaming. Home Wireless speeds are variable and may be subject to data de-prioritisation. This could mean that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower Home Wireless speeds as a result.

See our Speed Guide at

[www.internode.on.net/support/guides/internet\\_access/home\\_wireless\\_broadband/factors\\_affecting\\_home\\_wireless\\_broadband\\_speed](http://www.internode.on.net/support/guides/internet_access/home_wireless_broadband/factors_affecting_home_wireless_broadband_speed) for more information.

#### Phone Service

Home Wireless Broadband is a data-only broadband service. It does not include a standard phone service. Your phone service with your current provider will most likely stop working when you switch to Home Wireless.

If you have an existing phone service with us, you will not be able to move your phone service over to Home Wireless.

#### Minimum Term

Internode Home Wireless Broadband Services are supplied on a rolling month to month basis. Customers are permitted to

terminate the acquisition of the Service at any time, but any unused balance will not be refunded to you but will be retained by Internode.

#### Bundling Arrangements & Mandatory Goods

Supply of the Service does not require bundling with any other Internode plan.

#### Required Equipment

It is a requirement of Internode Home Wireless Broadband Services that customers must use the included 3G/4G compatible modem to be able to use this service. If you cancel your plan within 24 months of connecting or if your order is withdrawn by us, you will need to return the modem to us. If you do not return the modem within 21 days of your order being withdrawn or cancellation of your service, then you will be charged a modem non-return fee. This modem non-return fee covers the pro-rated cost of the Internode Home Wireless Broadband Modem. The non-return fee is calculated as \$8 multiplied by months remaining in the first 24 months e.g. if you leave after 18 months you would pay \$8 x 6 (the number of remaining months), a total of \$48.

The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

#### Excess Data

The Internode Home Wireless Broadband 100GB Plan comes with 100GB of data (Included Data) each monthly billing cycle. Both downloads and uploads are counted. If at any time in a billing cycle you use more than the amount of Included Data, your service will stop working until the start of the next billing cycle. You may upgrade your plan at any point during the billing cycle.

### Information About Pricing

Plan	Home Wireless Broadband 100GB Plan
Monthly Charge	\$39.99
Included Data	100GB (downloads and uploads counted)
Cost of 1GB of Data within Australia	\$0.40/GB
Upfront Fee	\$0.00
Speed (downloads/uploads)	Up to a maximum off-peak speed of 20Mbps/2Mbps

## Information About The Service (cont.)

### Coverage

The Home Wireless Broadband Service is only available in selected areas on our 4G Network with the modem supplied by Internode. There may also be technical or commercial reasons that affect your ability to access the service at your address. Coverage availability will vary depending on your device and location. A service qualification and coverage check based on your address will be conducted before your order is accepted. The service qualification (SQ) check is an indication that your chosen location is within a 4G Home Wireless Broadband serviceable area, it does not guarantee that your address is 4G serviceable. We recommend that you position your modem close to a window to maximise signal strength. The Home Wireless Broadband service uses our 4G Network and is only for use in the single nominated address. The service will be disconnected if we identify that you have moved to another location. If you wish to move the service address you will need to contact us to check service and network availability at the new location and notify us if you wish to set up your service at your new location.

### Usage Information

You can monitor your Internode Home Wireless Broadband data usage by logging into My Internode online at [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode).

## Other Information

### Broadband Education Package

You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here:

[www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)

### Customer Support

Email: [support@internode.com.au](mailto:support@internode.com.au)

Phone: 1300 788 233

### Complaints Handling

If you have a dispute with Internode 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)

### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Internode, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

This is a summary only – the full terms and conditions for this service are available at [www.internode.on.net/home-wireless-broadband](http://www.internode.on.net/home-wireless-broadband)