

Critical Information Summary: NBN (Some Existing Customers)

About the Service

The NBN service is a broadband internet service which uses the NBN Fibre (FTTP, FTTB or FTTN) Network to deliver internet connectivity to the Network Boundary Point at your premises.

This Critical Information Summary (CIS) covers NBN Fibre (FTTP, FTTB and FTTN) for existing customers only.

CIS for new customers, NBN HFC, NBN FTTC and NBN Fixed Wireless are available separately:

- New customers:
www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fibre-nv.pdf
- NBN HFC: www.internode.on.net/pdf/legal/cis/cis-internode-nbn-hfc.pdf
- NBN FTTC: www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fttc.pdf
- NBN Fixed-Wireless:
www.internode.on.net/pdf/legal/cis/cis-internode-nbn-wireless.pdf

Minimum Term

Choose from:

- Monthly contract with \$0 activation fee, or
- 24 month contract with \$0 activation fee and access to reduced hardware costs.

Plans

Plan Name	Speed Tier	Monthly Included Data	Monthly Charge	Total Min. Charge (monthly)	Total Min. Charge (24 month contract)	Unit Cost 1MB of data included in plan
Bronze (nbn12) 100	NBN12	100GB	\$49.99	\$49.99	\$1,199.76	0.05c
Bronze (nbn12) 500	NBN12	500GB	\$64.99	\$64.99	\$1,559.76	0.013c
Silver (nbn25) Unlimited	NBN25	Unlimited	\$69.99	\$69.99	\$1,679.76	N/A
Gold (nbn50) 100	NBN50	100GB	\$54.99	\$54.99	\$1,319.76	0.055c
Gold (nbn50) 500	NBN50	500GB	\$74.99	\$74.99	\$1,799.76	0.015c
Gold (nbn50) Unlimited	NBN50	Unlimited	\$79.99	\$79.99	\$1,919.76	N/A
Platinum (nbn100) 100*	NBN100	100GB	\$74.99	\$74.99	\$1,799.76	0.076c
Platinum (nbn100) 500*	NBN100	500GB	\$94.99	\$94.99	\$2,279.76	0.019c
Platinum (nbn100) Unlimited*	NBN100	Unlimited	\$99.99	\$99.99	\$2,399.76	N/A

- * Our NBN100 plan is configured on the NBN 100/20 wholesale tier which provides off peak upload speeds between 1Mbps and 20Mbps. By invitation only, some existing customers may be eligible to configure their NBN100 plan on the NBN 100/40 wholesale tier which provides off peak upload speeds between 1Mbps and 40Mbps by paying an additional \$10 per month plan fee (this is only offered on a Month to Month basis). The applicable monthly charge for this is \$84.99 (Platinum 100 Plan), \$104.99 (Platinum 500 Plan) or \$109.99 (Platinum Unlimited Plan).
- Total Minimum Charge on monthly contract is one month of plan rental.
- Total Minimum Charge on a 24 month contract is 24 months of plan rental.

Availability

- This service is available in areas serviced by the NBN (FTTP, FTTB or FTTN). Use our coverage checker www.internode.on.net to check NBN availability at your address.
- Non-standard installations may incur additional fees. An nbn™ \$300 New Development Charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. See www.internode.on.net/nbn/existing for more detail.

Further information: www.internode.on.net/nbn/existing

Information is current as of 27/03/2024, is subject to change without notice and all prices quoted include GST

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Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices. For more information, see www.internode.on.net/support/guides/internet_access/nbn/compatible_hardware/
- To use a NodePhone service with your NBN plan you need a standard phone handset (approved for use in Australia) and a VoIP compatible modem.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

NBN Speeds

- Actual speeds for FTTB/N/C services to be confirmed. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Internode. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about NBN speeds at: www.internode.on.net/nbn/existing

Speed Tier	Typical Evening Download Speeds*	Typical Evening Upload Speeds*
Basic (NBN12)	12Mbps	0.8Mbps
Standard (NBN25)	25Mbps	4Mbps
Standard Plus (NBN50)	50Mbps	17Mbps
Premium (NBN100)	90Mbps	17Mbps

- *Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. Speeds are not guaranteed and may vary.
- The maximum possible speed that is available outside the busy period of 7pm-11pm is; 12Mbps (NBN12), 25Mbps (NBN25), 50Mbps (NBN50) & 100Mbps (NBN100).

Excess usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for metered plans. You may purchase additional data if required. For more information, see www.internode.on.net/datapacks
- Plans with Unlimited data are not shaped.

Usage Information

Customers can obtain information on their usage via www.internode.on.net/myinternode

<p>Internode Customer Service Support P: 1300 788 233 Online at: www.internode.on.net/contact/support</p> <p>Sales P: 13 66 33 Online at: www.internode.on.net/contact/sales/</p>	<p>Complaints Handling If you are dissatisfied with Internode, please contact us first, though our escalation process at: www.internode.on.net/complaints so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
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Further information: www.internode.on.net/nbn/existing

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