

Critical Information Summary:

Business NBN Fibre (Existing Customers)

About the Service

The NBN service with a Business Pack or Power Pack delivers internet connectivity via the NBN Fibre Network (FTTP, FTTB or FTTN). There are a range of services included, and these are documented at www.internode.on.net/business/nbn

This Critical Information Summary (CIS) covers NBN Fibre (FTTP, FTTB and FTTN) only. CIS for NBN HFC, NBN FTTC and NBN Fixed-Wireless are available separately:

- Business NBN HFC:
www.internode.on.net/pdf/legal/cis/cis-internodenbn-hfc-business.pdf
- Business NBN FTTC:
www.internode.on.net/pdf/legal/cis/cis-internodenbn-fttc-business.pdf
- Business NBN Wireless:
www.internode.on.net/pdf/legal/cis/cis-internodenbn-wireless-business.pdf

For phone services on the NBN, a compatible router is required, which may attract additional cost as outlined below, and customers can choose from a range of optional NodePhone VoIP plans. Read more at: www.internode.on.net/business/nbn/phone-services

Minimum Term

Choose from:

- no lock-in (\$99 activation fee), or
- 24 months contract (\$0 activation fee).

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 24 month contract – a break fee applies if you cancel your service during the 24 months contract term. This fee covers the costs reasonably incurred by Internode when the contract commenced. The minimum applicable break fee is \$300 if you cancel within the first 6 months. The break fees below apply thereafter:
 - 1-6 months tenure: \$300 contract break fee
 - 7-12 months tenure: \$225 contract break fee
 - 13-18 months tenure: \$150 contract break fee
 - 19-24 months tenure: \$100 contract break fee
- Cancelling your broadband service will also cancel any Internode products you've purchased that are only available when bundled with broadband. Should those products have their own contract term, you are liable for their associated break fees.

Plans

Plan Name	Speed Tier	Monthly Included Data	Monthly Charge	Total Min. Charge (no lock-in contract)	Total Min. Charge (24 month contract)
NBN Bronze Unlimited	NBN12	Unlimited	\$69.99	\$168.99	\$1,679.76
NBN Silver Unlimited	NBN25	Unlimited	\$74.99	\$173.99	\$1,799.76
NBN Gold Unlimited	NBN50	Unlimited	\$85.00	\$184.00	\$2,040.00
NBN Platinum	NBN100	Unlimited	\$95.00	\$194.00	\$2,280.00
NBN Superfast Unlimited	NBN250	Unlimited	\$100.00	\$199.00	\$2,400.00
NBN Ultrafast Unlimited	NBN1000	Unlimited	\$110.00	\$209.00	\$2,640.00

- Business Packs add \$30 per month. Total Min. Charge (monthly contract) add \$30.00. *Total Min. Charge (24 month contract) does not include additional charges for Business Pack.
- Power Packs add \$10 per month. Total Min. Charge (monthly contract) add \$10.00. *Total Min. Charge (24 month contract) does not include additional charges for Power Pack.
- The Total Minimum Cost on a monthly contract includes: one month of plan rental plus the standard setup fee (\$99)
- The Total Minimum Cost on a 24 Month Contract includes: 24 months of plan rental plus the discounted setup fee (\$0)
- An additional once-off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development

Further information: www.internode.on.net/business/internet/nbn/

Information is current as of 05/11/2024, is subject to change without notice and all prices quoted include GST

Page 1 of 2

Availability

- Internode NBN is available within NBN Fibre (FTTP, FTTB or FTTN) areas and can be checked by contacting Internode on 1300 626 669.

Required Equipment

- You will need an Ethernet router for FTTP services or a VDSL2 capable router for FTTN and FTTB services. If you don't already have a compatible router, Internode can sell you a suitable device at an additional cost.

NBN Speeds

- 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 here: www.internode.on.net/nbnspeeds

Speed Tier	Typical Business Speeds*	
	Download speeds	Upload speeds
Basic (NBN12)	12Mbps	0.8Mbps
Standard (NBN25)	25Mbps	4Mbps
Standard Plus (NBN50)	50Mbps	17Mbps
Premium (NBN100)	91Mbps	17Mbps
Superfast (NBN250)	210Mbps	21Mbps
Ultrafast (NBN1000)	450Mbps	40Mbps

- *Typical Business Hours Speeds are subject to change and are measured between 9am-5pm, Monday to Friday. Speeds are not guaranteed and may vary.
- The maximum possible speed that is available outside the busy period of 9am-5pm, Monday to Friday is; 12Mbps (NBN12), 25Mbps (NBN25), 50Mbps (NBN50), 100Mbps (NBN100), 250Mbps (NBN250) & 1000Mbps (NBN1000).

Excess usage

- There are no excess usage charges on these plans

Usage Information

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

Battery Backup and Power Outages

New ordered services do not include a battery backup. This means you will not be able to access any internet and telephony services provided by NBN during a power outage. This includes making calls to emergency service numbers like 000. Please ensure you have alternate ways of making calls, such as a mobile phone

Customer Service Contact Details You can contact Internode for Technical Support via 1300 788 233 or online at: www.internode.on.net/contact/support	Complaints Handling If you are dissatisfied with Internode, please follow the escalation process here: www.internode.on.net/complaints so we can try and resolve your complaint.	Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for independent mediation. TIO P: 1800 062 058 www.tio.com.au/making-a-complaint
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Page 1 of 2