

## Information About The Service

The NBN service delivers Internet connectivity via the NBN Fibre Network (FTTP, FTTB, or FTTN). There are a range of value-added services included, and these are documented at: [www.internode.on.net/nbn](http://www.internode.on.net/nbn)

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

- NBN HFC: [www.internode.on.net/pdf/legal/cis/cis-internode-nbn-hfc.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nbn-hfc.pdf)
- NBN Fixed-Wireless: [www.internode.on.net/pdf/legal/cis/cis-internode-nbn-wireless.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nbn-wireless.pdf)

For phone services on the NBN, customers can choose from a range of optional NodePhone VoIP plans. In FTTP areas, an optional Fibre Phone service is also available. Read more about phone services on the NBN at [www.internode.on.net/nbn/phone\\_services](http://www.internode.on.net/nbn/phone_services)

### Requirements & Availability

You will need an Ethernet capable 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 additional cost.

Internode NBN is available within NBN Fibre (FTTP, FTTB, or FTTN) areas. Check availability by calling Internode on **1300 626 669**.

### Minimum Term

A minimum term of one month applies to NBN services. A 24 month contract term is also available.

## Information About Pricing

### Monthly Charges

There are twelve NBN plans – a choice of four speeds, and three options for included data.

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
Bronze (between 5 and 12 Mbps *) 100	100 GB	\$49.99	\$148.99	\$1,199.76	\$0.50
Bronze (between 5 and 12 Mbps *) 500	500 GB	\$64.99	\$163.99	\$1,559.76	\$0.13
Bronze (between 5 and 12 Mbps *) Unlimited	Unlimited	\$69.99	\$168.99	\$1,679.76	N/A
Silver (between 5 and 25 Mbps *) 100	100 GB	\$54.99	\$153.99	\$1,319.76	\$0.55
Silver (between 5 and 25 Mbps *) 500	500 GB	\$74.99	\$173.99	\$1,799.76	\$0.15
Silver (between 5 and 25 Mbps *) Unlimited	Unlimited	\$79.99	\$178.99	\$1,919.76	N/A
Gold (between 12 and 50 Mbps *) 100	100 GB	\$64.99	\$163.99	\$1,559.76	\$0.65
Gold (between 12 and 50 Mbps *) 500	500 GB	\$84.99	\$183.99	\$2,039.76	\$0.17
Gold (between 12 and 50 Mbps *) Unlimited	Unlimited	\$89.99	\$188.99	\$2,159.76	N/A
Platinum (between 12 and 100 Mbps *) 100	100 GB	\$74.99	\$173.99	\$1,799.76	\$0.75
Platinum (between 12 and 100 Mbps *) 500	500 GB	\$94.99	\$193.99	\$2,279.76	\$0.19
Platinum (between 12 and 100 Mbps *) Unlimited	Unlimited	\$99.99	\$198.99	\$2,399.76	N/A

\* Download Speeds. Bronze plans have an upload speed of up to 1 Mbps. Silver plans have an upload speed of between 1 Mbps and 5 Mbps. Gold plans have an upload speed of between 1 Mbps and 20 Mbps. Platinum plans have an upload speed of between 1 Mbps and 40 Mbps. Due to a number of factors, speeds may vary and may be slower than the maximum NBN wholesale connection speeds. Learn more about NBN speeds at: [www.internode.on.net/nbn/performance](http://www.internode.on.net/nbn/performance)

- 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.
- 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. This fee is discounted to \$250 for existing Internode customers.

### Excess Usage Charges

- There are no automatic excess usage charges on these plans. Except for NBN Unlimited 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 towards 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:

Contract Option	Setup Charge	Comment
<b>New Customer:</b> Monthly Contract	\$99	This option provides complete flexibility with no long term contract commitment.
<b>New Customer:</b> 24 Month Contract	\$0	This option offers a reduced setup fee, and a 24 month commitment with an early cancellation charge.
<b>Existing Customer:</b> No Contract	\$0	Existing Internode customers who are out of contract can switch to the NBN at the same address with no setup fee and no re-contracting required.
<b>Existing Customer:</b> In existing contract with Internode	\$0	Customers can roll over an existing Internode ADSL contract (without an early cancellation charge for ADSL) to the NBN at the same address.

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

There may be additional setup charges for non-standard installations, see [www.internode.on.net/nbn/terms\\_and\\_conditions](http://www.internode.on.net/nbn/terms_and_conditions)

## 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
NBN Fibre	\$300	\$225	\$150	\$100

## Other Information

### Usage Information

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

### NBN Access Technologies

NBN Fibre services can be delivered over the NBN to your premises via Fibre to the Premises (FTTP) as Ethernet, Fibre to the Building (FTTB) as VDSL2, or Fibre to the Node (FTTN) as VDSL2.

### Battery Backup and Power Outages (FTTP only)

NBN FTTP services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is only available on NBN FTTP. In order for your service to work in a power outage, please be aware that:

- You must have an active BBU installed. This is optional and you can elect to get this installed at no extra cost when you apply for an NBN FTTP service with Internode.
- Access to the Internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Network Termination Device (NTD).
- During a power outage, the battery will provide power for a limited period of time. A fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

### 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).