

Critical Information Summary:

NBN

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.

Included Features

There are a range of value-added features included with NBN plans, with further details at:

www.internode.on.net/nbn

- NodePhone offered
- Unlimited data on selected plans
- No excess quota usage charges

Early Cancellation Fees

- Monthly 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. 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 the NBN service will also cancel any other Internode products that are only available with NBN. Should those products have their own contract, you are liable for their associated break fees.

Plans

| Plan Name | Speed Tier | Monthly Included Data | Monthly Charge | Total Min. Charge (monthly) | Total Min. Charge (24 month contract) | Unit Cost 1GB of data included in plan |
|-----------------------------|------------|-----------------------|----------------|-----------------------------|---------------------------------------|--|
| Bronze (nbn12) 100 | NBN12 | 100GB | \$49.99 | \$49.99 | \$1,199.76 | \$0.50 |
| Bronze (nbn12) 500 | NBN12 | 500GB | \$64.99 | \$64.99 | \$1,559.76 | \$0.13 |
| 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 | \$0.55 |
| Gold (nbn50) 500 | NBN50 | 500GB | \$74.99 | \$74.99 | \$1,799.76 | \$0.15 |
| 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 | \$0.76 |
| Platinum (nbn100) 500 | NBN100 | 500GB | \$94.99 | \$94.99 | \$2,279.76 | \$0.19 |
| Platinum (nbn100) Unlimited | NBN100 | Unlimited | \$99.99 | \$99.99 | \$2,399.76 | N/A |

- 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/nbn/coverage 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/terms for more detail.

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

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

- FTTN & FTTB speeds to be confirmed when active. 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/nbnspeeds
- NBN12, NBN25, NBN50 & NBN100 indicate the underlying NBN wholesale connection speed tier and translate to the typical speeds below:

| Speed Tier | Typical Evening Download Speeds (7pm – 11pm) | Upload Speeds |
|-----------------------|---|------------------------|
| Basic (NBN12) | 11.2Mbps | 1Mbps |
| Standard (NBN25) | 16.4Mbps | Between 1Mbps & 5Mbps |
| Standard Plus (NBN50) | 45.0Mbps | Between 1Mbps & 20Mbps |
| Premium (NBN100) | 85.0Mbps | Between 1Mbps & 20Mbps |

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> |
|---|---|---|

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