

Critical Information Summary: NBN Fibre Special

About the Service

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

Included Features

There are a range of value-added features included with NBN plans, with further details at: www.internode.on.net/nbn

- NBN Phone offered
- Unlimited data on selected plans
- No excess quota usage charges
- Award winning customer service

Minimum Term

NBN plans are supplied on no lock-in contract.

Early Cancellation Fees

- There are no cancellation fees for no lock-in contracts, however, you may be required to pay out the cost of your modem (refer to Total Minimum Charge under the Plans table below).
- 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.

Hardware Non-Return Fees

If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to pay for the modem unless it is returned to us in good working order within 21 days of withdrawing your order.

If you cancel your service after it has been activated, any applicable modem payment fees will apply in accordance with the terms and conditions of your chosen service.

Plans

Plan Name	Speed Tier	Monthly Included Data	NBN Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)
NBN12 Bronze Unlimited	NBN12	Unlimited	Pay as you go	\$60	\$60
NBN25 Silver Unlimited	NBN25	Unlimited	Pay as you go	\$65	\$65

- Total Minimum Charge on no lock-in contract if you BYO modem is one month of plan rental.

Availability

- This service is available in areas serviced by the NBN (FTTP, FTTB, FTTN, FTTC or HFC). 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.

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 be provided a working NBN Phone service you need a standard phone handset (approved for use in Australia) and you must purchase an Internode modem. If you are an existing customer you may be able to use your existing modem – we will advise you if your modem is compatible during selection of your NBN plan.
- 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 charge

NBN Speeds

- For FTTN/B/C customers, we will inform you of your maximum attainable line speed once it's available from NBN after activation. If you are on a higher speed NBN plan that your line can't support, we'll provide you with options, including to downgrade or cancel your service for no extra charge and with a refund if cancelling or a credit to your account if downgrading.
- 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. More info: www.internode.on.net/nbnspeeds

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Speed Tier	Typical Evening Download Speeds*	Typical Evening Upload Speeds*
Basic (NBN12)	12Mbps	0.8Mbps
Standard (NBN25)	25Mbps	4Mbps

- *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 NBN speed tier is the maximum possible download speed that is available outside the busy period of 7pm – 11pm.

NBN Phone & Call Packs

We offer our NBN Phone service at no additional cost to customers that purchase a modem with their plan and existing customers who reuse their compatible Internode supplied modem.

- See full list of NBN Phone call rates here: www.internode.on.net/nbn
- Critical Information Summary for NBN Phone: <https://www.internode.on.net/pdf/legal/cis/cis-internode-nbn-phone.pdf>
- Great value call packs (as below) are available at an additional monthly fee. Acceptable Use Policy applies.

Call Pack	Call Pack Inclusions	Monthly Price
Basic Call Pack	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223), unlimited standard national calls and unlimited national calls to mobiles	\$5
Premium Call Pack	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223), unlimited standard national calls and unlimited national calls to mobiles Unlimited international calls to any landline or mobile to select 23 destinations (excluding satellite phones)	\$15

Usage Information

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

NBN Access Technologies

Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fibre to the Curb (FTTC) as Ethernet, Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2. More information on NBN access technologies is available here: www.internode.on.net/nbn

Battery Backup and Power Outages

This service does 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

Internode Customer Service

Support P: 1300 788 233
Online:
www.internode.on.net/contact/support
Sales P: 13 66 33
Online:
www.internode.on.net/contact/sales/

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.

Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.
TIO P: 1800 062 058
www.tio.com.au/making-a-complaint