Critical Information Summary:
NBN FTTC (Some Existing Customers)

About the Service

The NBN service is a broadband internet service which uses the NBN FTTC Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN FTTC plan we offer our NBN Phone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. See full list of NBN Phone call rates here:
www.internode.on.net/nbn/existing

- Critical Information Summary for NBN Phone can be found here **www.internode.on.net/pdf/legal/cis/cis-internode-nbn-phone.pdf**

This Critical Information Summary (CIS) covers NBN FTTC for existing customers only.

CIS for new customers, NBN (FTTP, FTTB & FTTN), NBN HFC and NBN Fixed Wireless are available separately:

- New customers: **www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fibre-nv.pdf**
- NBN FTTP, FTTB & FTTN: **www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fibre.pdf**
- NBN HFC: **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**

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/existing

- NBN Phone 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 1MB of data included in plan
Bronze (nbn12) 100	NBN12	100GB	$49.99	$153.99	$1,214.76	0.05c
Bronze (nbn12) 500	NBN12	500GB	$64.99	$168.99	$1,574.76	0.013c
Silver (nbn25) Unlimited	NBN25	Unlimited	$69.99	$173.99	$1,694.76	N/A
Gold (nbn50) 100	NBN50	100GB	$54.99	$158.99	$1,334.76	0.055c
Gold (nbn50) 500	NBN50	500GB	$74.99	$178.99	$1,814.76	0.015c
Gold (nbn50) Unlimited	NBN50	Unlimited	$79.99	$183.99	$1,934.76	N/A
Platinum (nbn100) 100*	NBN100	100GB	$74.99	$178.99	$1,814.76	0.076c
Platinum (nbn100) 500*	NBN100	500GB	$94.99	$198.99	$2,294.76	0.019c
Platinum (nbn100) Unlimited*	NBN100	Unlimited	$99.99	$203.99	$2,414.76	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 the $89 modem fee, $15 modem delivery fee plus one month of plan rental.
- Total Minimum Charge on a 24 month contract is the $15 modem delivery fee plus 24 months of plan rental.

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

Availability

- This service is available in areas serviced by the NBN (FTTC). 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.

Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices. For more information, see here: **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.
  - An Internode modem costs $89 on a monthly contract (discounted to $0 if you take a 24 month contract) plus $15 delivery fee.
- 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

- FTTC 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/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)	98Mbps	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**

Internode Customer Service

Support
P: 1300 788 233
Online at:
www.internode.on.net/contact/support

Sales
P: 13 66 33
Online at:
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

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