

# Critical Information Summary:

## Business NBN HFC Special (Existing Customers)

### About the Service

The NBN HFC with a Business Pack or Power Pack is an NBN broadband and phone service, using the NBN Hybrid Fibre-Coaxial Network.

With every NBN HFC plan we offer our NBN Phone service at no additional cost. A Critical Information Summary for the included NBN Phone service is available at [www.internode.on.net/pdf/legal/cis/cis-internode-nbn-phone.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nbn-phone.pdf)

### 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 your NBN Phone service and any other 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)
<b>NBN Bronze Unlimited</b>	NBN12	Unlimited	\$60.00	\$263.00	\$1,544.00
<b>NBN Silver Unlimited</b>	NBN25	Unlimited	\$65.00	\$268.00	\$1,664.00

- 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), standard broadband router (\$89), and router delivery (\$15).
- The Total Minimum Cost on a 24 Month Contract includes: 24 months of plan rental, plus the discounted setup fee (\$0), standard broadband router (\$89), and router delivery (\$15).
- 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

### Availability

- Internode NBN HFC is available within NBN HFC areas and can be checked by contacting Internode on 1300 626 669.

### Required Equipment

- You will need an Ethernet capable router with 802.1q VLAN capability, or the Supplied Broadband Equipment which may attract an additional cost, to use the NBN HFC broadband service.
- You will require the Supplied Broadband Equipment which may attract an additional cost and a standard phone handset (approved for use in Australia) to use the NBN Phone service.

Further information: [www.internode.on.net/business/internet/nbn/hfc](http://www.internode.on.net/business/internet/nbn/hfc)

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

Page 1 of 2

## 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: [internode.on.net/nbnspeeds](https://internode.on.net/nbnspeeds)

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

- \*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).

## 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](https://www.internode.on.net/myinternode)

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

*Further information: [www.internode.on.net/business/internet/nbn/hfc](https://www.internode.on.net/business/internet/nbn/hfc)*

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

Page 2 of 2