

## Information About The Service

NBN HFC is an NBN broadband and phone service, using the NBN Hybrid Fibre-Coaxial (HFC) network. Included value-added services are documented at: [www.internode.on.net/nbn/hfc](http://www.internode.on.net/nbn/hfc). A phone service is included, with no separate phone line rental charges.

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)

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

- NBN Fibre: [www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fibre.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fibre.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)

### Requirements & Availability

You will require the supplied TG-789 broadband router to use the broadband and phone services. You will also need a standard phone handset (approved for use in Australia) to use the phone service.

Internode NBN HFC is available within NBN HFC areas. Check availability by calling Internode on **1300 626 669**.

### Minimum Term

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

## Information About Pricing

### Monthly Charges

There are nine NBN HFC plans — a choice of three speeds, and three options for included data.

Plan Name	Typical Evening Speed *	Monthly Included Data	Monthly Charge	Total Minimum Cost Monthly Contract	Total Minimum Cost 24 Month Contract	Unit Cost 1GB of data included in plan
<b>Bronze (nbn12) 100</b>	11.1 Mbps	100 GB	\$49.99	\$252.99	\$1,214.76	\$0.50
<b>Bronze (nbn12) 500</b>	11.1 Mbps	500 GB	\$64.99	\$267.99	\$1,574.76	\$0.13
<b>Bronze (nbn12) Unlimited</b>	11.1 Mbps	Unlimited	\$69.99	\$272.99	\$1,694.76	N/A
<b>Gold (nbn50) 100</b>	42.8 Mbps	100 GB	\$54.99	\$257.99	\$1,334.76	\$0.55
<b>Gold (nbn50) 500</b>	42.8 Mbps	500 GB	\$74.99	\$277.99	\$1,814.76	\$0.15
<b>Gold (nbn50) Unlimited</b>	42.8 Mbps	Unlimited	\$79.99	\$282.99	\$1,934.76	N/A
<b>Platinum (nbn100) 100</b>	65.9 Mbps	100 GB	\$74.99	\$277.99	\$1,814.76	\$0.75
<b>Platinum (nbn100) 500</b>	65.9 Mbps	500 GB	\$94.99	\$297.99	\$2,294.76	\$0.19
<b>Platinum (nbn100) Unlimited</b>	65.9 Mbps	Unlimited	\$99.99	\$302.99	\$2,414.76	N/A

\* FTTN/B speeds to be confirmed when active. Typical Evening Speed indicates download speed and is measured between 7pm-11pm. Bronze plans have an upload speed of up to 1 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. Actual speed may vary due to access method, network, device and more. See: [www.internode.on.net/nbn/performance](http://www.internode.on.net/nbn/performance)

- 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), discounted broadband router (\$0), 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. This fee is discounted to \$250 for existing Internode customers.

### Excess Usage Charges

- No automatic excess usage charges apply on these plans. Except for Unlimited plans, traffic beyond included data is 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 toward 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	Upfront Charge	Comment
<b>New Customer:</b> New Monthly Contract	\$203 includes: \$99 setup fee + \$89 modem + \$15 delivery	This option provides complete flexibility with no long term contract commitment.
<b>New or Existing Customer:</b> New 24 Month Contract	\$15 includes: \$0 setup fee + \$0 modem + \$15 delivery	This option offers a reduced setup fee and modem price, and a 24 month commitment with an early cancellation charge.
<b>Existing Customer:</b> New monthly Contract	\$104 includes: \$0 setup fee + \$89 modem + \$15 delivery	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	\$104 includes: \$0 setup fee + \$89 modem + \$15 delivery	Customers can roll over an existing Internode ADSL contract (without an early cancellation charge for ADSL) to the NBN at the same address. If you cancel during the remainder of your contract, your existing ADSL early cancellation fees apply

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility. There may be additional setup charges to transfer your phone number or for non-standard installations, see [www.internode.on.net/nbn/hfc/terms\\_and\\_conditions](http://www.internode.on.net/nbn/hfc/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 NBN HFC broadband service will also cancel your NBN Phone service, 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 HFC Phone and Broadband	\$300	\$225	\$150	\$100

## Other Information

### Usage Information

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

### 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).