

# Critical Information Summary:

## Business NBN Wireless

### About the Service

The Internode Business NBN Wireless service with a Business Pack or Power Pack is a high speed broadband service available in areas served by the NBN Fixed Wireless Network.

### 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 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)	
NBN Wireless Bronze Unlimited	NBN12	Unlimited	\$69.99	\$168.99	\$1,679.76	
NBN Wireless Silver Unlimited	NBN25	Unlimited	\$74.99	\$173.99	\$1,799.76	

- 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)
- The Total Minimum Cost on a 24 Month Contract includes: 24 months of plan rental, plus the discounted setup fee (\$0)
- 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

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

### Required Equipment

- You will need an Ethernet router to connect your Business NBN Wireless service. If you don't already have one, Internode can sell you a suitable device at an additional cost.

### Excess usage

- There are no excess usage charges on these

### Usage Information

Customers can obtain information on their usage via [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode)

*Further information: [www.internode.on.net/business/nbn/fixed-wireless](http://www.internode.on.net/business/nbn/fixed-wireless)*

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

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<b>Customer Service Contact Details</b> You can contact Internode for Technical Support via <b>1300 788 233</b> or online at: <a href="http://www.internode.on.net/contact/support">http://www.internode.on.net/contact/support</a>	<b>Complaints Handling</b> If you are dissatisfied with Internode, please follow the escalation process here: <b><a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a></b> 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="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a>
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