Critical Information Summary:
NBN Wireless

About the Service

Internode NBN Wireless is a high speed broadband service available in areas served by the National Broadband Network Fixed-Wireless Broadband network.

With every NBN plan we offer our NBN Phone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. For call rates see NBN Phone Service at: **www.internode.on.net/nbn/wireless**.

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

Minimum Term

No lock-in contract with $0 activation fee.

Included Features

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

- NBN Phone offered
- Unlimited data
- No excess quota usage charges

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling the NBN Wireless service will also cancel any other Internode products that are only available with NBN Wireless. Should those products have their own contract, you are liable for their associated break fees

Plans

Plan Name	Speed Tier	Monthly Included Data	NBN Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)
NBN Wireless Bronze Unlimited	NBN12	Unlimited	Pay as you go	$69.99	$69.99
NBN Wireless Silver Unlimited	NBN25	Unlimited	Pay as you go	$74.99^	$74.99

- Total Minimum Charge on no lock-in contract is the standard set-up fee plus one month plan rental.
- ^For some existing legacy customers the monthly charge is $.01 higher.

Availability

- This service is available in areas services by the NBN Fixed Wireless network. You can check NBN Wireless availability at **www.internode.on.net/nbn/wireless**.
- 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

- You will require an Ethernet router with 802.1q VLAN capability that is WiFi enabled to connect with wireless devices.
- 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.
    - An Internode modem costs $59.95 on a no lock-in 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.

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

Public

NBN Fixed Wireless Speeds

- Typical Evening Speed is subject to change and is measured between 7pm and 11pm. NBN12 & NBN25 indicate the underlying speed tier that your NBN plan is on and represents the maximum possible speed that is available outside the busy period of 7pm-11pm.

Speed Tier	Typical Evening Download Speeds	Typical Evening Upload Speeds
NBN12	9.3Mbps	0.9Mbps
NBN25	14.4Mbps	3.8Mbps

- 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 iiNet. Addresses with speeds affected by NBN Co wireless network congestion will be notified. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable See NBN Download Speeds at: **www.internode.on.net/nbn/wireless**
- Where you use an NBN Fixed Wireless Service and your usage falls within certain parameters set by NBN Co, your download or upload speeds may be impacted by NBN Co's enforcement of its fair use policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using..

Monitoring Your Usage

Customers can obtain information on their usage via My Internode: **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, through our escalation process so we can try and resolve your complaint.

www.internode.on.net/complaints

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

Public