

# 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](http://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](http://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](http://www.internode.on.net/nbn/wireless)

- NBN Phone offered
- Unlimited data on selected plans
- 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)	Unit Cost 1GB of data included in plan
NBN Wireless Bronze 100	NBN12	100GB	Pay as you go	\$49.99	\$49.99	\$0.50
NBN Wireless Bronze Unlimited	NBN12	Unlimited	Pay as you go	\$69.99	\$69.99	N/A
NBN Wireless Silver Unlimited	NBN25	Unlimited	Pay as you go	\$79.99	\$79.99	N/A

- Total Minimum Charge on no lock-in contract is the standard set-up fee plus one month plan rental.

### 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](http://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.

### NBN Speeds

- All NBN Wireless plans have a Basic Typical Evening Speed, 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.
- Bronze plans have an upload speed of up to 1 Mbps. Silver plans have an upload speed of between 1 Mbps and 5 Mbps.
- Actual speed may vary due to access method, network, device and more. See NBN Download Speeds at: [www.internode.on.net/nbn/wireless](http://www.internode.on.net/nbn/wireless)

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

Information is current as of 13/05/2020, is subject to change without notice and all prices quoted include GST

### 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 Bronze 100.
- You may purchase additional data if required. For more information see Data Packs at [www.internode.on.net/nbn/wireless](http://www.internode.on.net/nbn/wireless).
- Plans with Unlimited data are not shaped.

### Monitoring Your Usage

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

<b>Internode Customer Service</b> Support <b>P: 1300 788 233</b> <b>Online at:</b> <a href="http://www.internode.on.net/contact/support">www.internode.on.net/contact/support</a>  Sales <b>P: 13 66 33</b> <b>Online at:</b> <a href="http://www.internode.on.net/contact/sales/">www.internode.on.net/contact/sales/</a>	<b>Complaints Handling</b> If you are dissatisfied with Internode, please contact us first, through our escalation process so we can try and resolve your complaint.  <a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a>	<b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.  TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a>
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