

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. See full list of NBN Phone call rates at:

www.internode.on.net/nbn/#nbnphone.

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

Included Features

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

- NBN Phone offered
- Unlimited data on selected plans
- No excess quota usage charges

Minimum Term

- A minimum term of one month applied to NBN Wireless services

Early Cancellation Fees

- There are no specific cancellation charged for this product on a Monthly Contract
- Cancelling the NBN service will also cancel any other Internode products that are only available with NBN. 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
NBN12 Bronze 100	NBN12	100GB	Pay as you go	\$49.99	\$49.99	\$0.50
NBN12 Bronze 500	NBN12	500GB	Pay as you go	\$64.99	\$64.99	\$0.13
NBN12 Bronze Unlimited	NBN12	Unlimited	Pay as you go	\$69.99	\$69.99	N/A
NBN25 Silver 100	NBN25	100GB	Pay as you go	\$54.99	\$54.99	\$0.55
NBN25 Silver 500	NBN25	500GB	Pay as you go	\$74.99	\$74.99	\$0.15
NBN25 Silver Unlimited	NBN25	Unlimited	Pay as you go	\$79.99	\$79.99	N/A

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: www.internode.on.net/nbn/fixed-wireless/performance

- Total Minimum Charge on a monthly contract is the standard set-up fee plus one month plan rental.

Availability

- NBN Wireless broadband availability can be checked by contacting Internode on **1300 626 669**.
- 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 to connect your NBN Wireless service. If you don't already have one, Internode can sell you a suitable device at additional cost.
- 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.
- 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

NBN Speeds

- Fixed Wireless speeds may vary due to access method, network, device and more.
- Actual speeds will be confirmed when active
- For more information see www.internode.on.net/nbn/fixed-wireless/performance

Speed Tier	Typical Evening Speeds (7pm – 11pm)	
	Download speeds	Upload speeds
Bronze plans		1Mbps
Silver Plans		Between 1Mbps & 5Mbps

Excess Usage

- There are no automatic excess usage charges on these plans. Except for NBN Unlimited plans, traffic beyond the included data will be slowed to 256 kbps.
- Total Data (Quota) is counted as the total of downloads plus uploads.
- These plans are not eligible for unmetered data inclusions. All data counts towards metered usage of your monthly included data quota.
- 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

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

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

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

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