

Information 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. There are a range of value-added services included with NBN Wireless, and these are documented at www.internode.on.net/nbn/wireless

This Critical Information Summary (CIS) covers NBN Fixed-Wireless only. A CIS for NBN Fibre is available separately:

- NBN Fibre: www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fibre.pdf

Requirements & Availability

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.

NBN Wireless broadband availability can be checked by contacting Internode on **1300 626 669**.

Minimum Term

A minimum term of one month applies to NBN Wireless services.

Information About Pricing

Monthly Charges

There are six Internode NBN Wireless plans – a choice of two speeds, and three quota options at each speed:

Plan Name	Monthly Included Data	Monthly Charge	Total Minimum Cost Monthly Contract	Unit Cost 1GB of data included in plan
Bronze (nbn12) 100	100 GB	\$49.99	\$49.99	\$0.50
Bronze (nbn12) 500	500 GB	\$64.99	\$64.99	\$0.13
Bronze (nbn12) Unlimited	Unlimited	\$69.99	\$69.99	N/A
Silver (nbn25) 100	100 GB	\$54.99	\$54.99	\$0.55
Silver (nbn25) 500	500 GB	\$74.99	\$74.99	\$0.15
Silver (nbn25) Unlimited	Unlimited	\$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

- The Total Minimum Cost on a monthly contract is the standard setup fee plus one month of plan rental.
- 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.

Excess Usage Charges

- 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.
- You may purchase Data Blocks at an additional cost for a data top up, if required. See www.internode.on.net/datablocks

Setup Charges

You have the options of:

Contract Option	Setup Charge	Comment
New Customer: Monthly Contract	\$0	This option provides complete flexibility with no long term contract commitment.
Existing Customer: No Contract	\$0	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.
Existing Customer: In existing contract with Internode	\$0	Customers can roll over an existing Internode ADSL contract (without an early cancellation charge for ADSL) to the NBN at the same address.

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

There may be additional setup charges for non-standard installations, see www.internode.on.net/nbn/ixed-wireless/terms_and_conditions

Cancellation Charges

- There are no specific cancellation charges for this product on a Monthly Contract.
- Cancelling your broadband service will also cancel 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.

Other Information

Usage Information

Customers can obtain information on their NBN Wireless usage at: 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.

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.

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.