

# Critical Information Summary

## Apartment Service - Residential

From 17<sup>th</sup> August 2017



### INFORMATION ABOUT THE SERVICE

#### Requirements & Availability

This service is only available within a serviceable apartment building. Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility. You will require a wireless router for this service. The monthly fee does not include the cost for a wireless router however you may purchase one from us at an additional cost.

Internet speeds may be affected by internet connectivity to your premises, wireless interference within and/or around your premises (if you're connecting wirelessly via a wireless

router), limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use, the available bandwidth of the service you're using (e.g. peer-to-peer games, websites & download sources), other users on your Internet connection. Up to 1gbps/1gbps speed is the maximum speed available and is subject to network conditions

#### Minimum Term

There is no minimum term for apartment plans.

### INFORMATION ABOUT PRICING

#### Monthly Charges

There are fourteen apartment plans. Each plan has a standard monthly price and data allowance. The maximum monthly charge depends on whether you have chosen to use additional data via our data packs. The total minimum price is based on a \$55.00 connection fee plus one month of plan charges.

#### Data Allowance Information

Data allowances are based on On-Peak + Off-Peak times. On-Peak: 8:00am to 12:00am and Off-Peak: 12:00am to 8:00am.

There are no automatic excess usage charges on apartment services – instead, traffic beyond the included data allowance will be shaped to 1mbps/1mbps. Quota is counted as the total of downloads plus uploads. Usage is reset to the data allowance on the first day of each month. You may purchase data packs at an additional cost for a data allowance top up, if required. Information on data pack pricing is available at [http://node1.com.au/residential\\_nbn.php](http://node1.com.au/residential_nbn.php)

#### Cancellation Fees

There are no cancellation fees on this service.

Speed	Monthly Data Allowance	Minimum Monthly Charge	Total Minimum Price (No Lock-in Contract)	Unit Cost (1GB of data included in plan)
50mbps/20mbps	50GB + Unlimited	\$59.95	\$114.95	\$1.20
	120GB + Unlimited	\$69.95	\$124.95	\$0.58
	300GB + Unlimited	\$79.95	\$134.95	\$0.27
	500GB + Unlimited	\$89.95	\$144.95	\$0.18
	Unlimited	\$119.95	\$174.95	N/A
100mbps/40mbps	50GB + Unlimited	\$69.95	\$124.95	\$1.40
	120GB + Unlimited	\$79.95	\$134.95	\$0.67
	300GB + Unlimited	\$89.95	\$144.95	\$0.30
	500GB + Unlimited	\$99.95	\$154.95	\$0.20
	Unlimited	\$129.95	\$184.95	N/A
Up to 1gbps/1gbps (Ethernet based networked apartments only)	300GB + Unlimited	\$109.95	\$164.95	\$0.37
	500GB + Unlimited	\$119.95	\$174.95	\$0.24
	1TB + Unlimited	\$129.95	\$184.95	\$0.12
	2TB + Unlimited	\$229.95	\$284.95	\$0.11

## OTHER INFORMATION

### Usage Information

Customers can obtain usage information by visiting <https://node1.com.au/account.php> and logging into their account, or by calling us on 08 9964 5464. We'll also provide you with email and/or SMS usage alerts once you've reached approximately 50%, 85% and 100% of your data allowance.

### Customer Service Contact Details

Contact Node1 Internet Customer Service by calling 08 9964 5464; or by submitting a contact form online at <https://node1.com.au/contact.php> or via email to [customerservice@node1.com.au](mailto:customerservice@node1.com.au).

### 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 <http://node1.com.au/info>.

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).