



Critical Information Summary NBN Fixed Line

Month to month agreement
Business Plans
From 7 September 2018

Information about the service

The National Broadband Network is a high-performance network, allowing super-fast connectivity between customers and providers.

Availability & Requirements

The service is only available within an NBN Fixed Line service area. Unless your premises are already connected, you will need to be connected to the NBN Network. Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility. This service does not depend on a bundling arrangement with other services. You require a wireless router to use the service. You can purchase a wireless router from us for \$149 or you may purchase a wireless router from another retailer.

Minimum plan term

There is no minimum term.

Information about pricing

Monthly charge

Your monthly charge is based off the plan you nominate. Please see the table below to view the monthly charge for your plan.

Termination

There are no termination fees for this service.

Other charges

For new NBN Fixed Line customers, a \$55 connection fee applies. This fee also applies when relocating the service to another address. If you're a new or existing Node1 customer, and would like a new wireless router you can purchase one from us for \$149.

Inclusions

Your Monthly Data Allowance is included in your plan. Any unused monthly data allowance expires at the end of your billing cycle. You may purchase data packs at an additional cost. Data packs expire at the end of your billing cycle. More information is available on myaccount.node1.com.au/login/.

This service includes a static IP address, high priority support, up to five email addresses and free Cisco IronPort spam filtering.

Exclusions

If you exceed your monthly data allowance in a month, your internet service will be slowed to 1mbps/1mbps for all usage for the rest of the month. You will not incur extra charges.

Changing plans

To view the plans that you may switch to, login to your account. Your plan change will take effect at the start of the next billing cycle. Once your plan change has taken effect, you will receive a charge or credit to reflect this on your next bill. There is no fee for changing plans.

Billing

The figures in this Critical Information Summary are for a full billing cycle, however your first bill may include pro rata charges for part of a month. Our billing cycle is based on the calendar month. You will be billed on approximately the 4th of each month, for the next month in advance. Any additional charges incurred during the previous period, such as the addition of data packs or a plan change, will also be included on your next bill.

Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost	Cost of 1MB of data within included Data Allowance
25mbps/10mbps	20GB + 30GB	\$59.95	\$114.95	\$0.0012
	50GB + 60GB	\$79.95	\$134.95	\$0.0007
	250GB + Unlimited	\$89.95	\$144.95	\$0.0004
	500GB + Unlimited	\$104.95	\$159.95	\$0.0002
	1TB + Unlimited	\$124.95	\$179.95	\$0.0001
	2TB + Unlimited	\$224.95	\$279.95	\$0.0001
50mbps/20mbps	20GB + 30GB	\$64.95	\$119.95	\$0.0013
	50GB + 60GB	\$84.95	\$139.95	\$0.0008
	250GB + Unlimited	\$94.95	\$149.95	\$0.0004
	500GB + Unlimited	\$109.95	\$164.95	\$0.0002
	1TB + Unlimited	\$129.95	\$184.95	\$0.0001
	2TB + Unlimited	\$229.95	\$284.95	\$0.0001
100mbps/40mbps	20GB + 30GB	\$69.95	\$124.95	\$0.0014
	50GB + 60GB	\$89.95	\$144.95	\$0.0008
	250GB + Unlimited	\$99.95	\$154.95	\$0.0004
	500GB + Unlimited	\$114.95	\$169.95	\$0.0002
	1TB + Unlimited	\$134.95	\$189.95	\$0.0001
	2TB + Unlimited	\$234.95	\$289.95	\$0.0001

Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost	Cost of 1MB of data within included Data Allowance
Up to 250mbps/100mbps	20GB + 30GB	\$109.95	\$164.95	\$0.0021
	50GB + 60GB	\$129.95	\$184.95	\$0.0012
	250GB + Unlimited	\$139.95	\$194.95	\$0.0005
	500GB + Unlimited	\$154.95	\$209.95	\$0.0003
	1TB + Unlimited	\$174.95	\$229.95	\$0.0002
	2TB + Unlimited	\$274.95	\$329.95	\$0.0001
Up to 500mbps/200mbps	20GB + 30GB	\$269.95	\$324.95	\$0.0053
	50GB + 60GB	\$289.95	\$344.95	\$0.0026
	250GB + Unlimited	\$299.95	\$354.95	\$0.0012
	500GB + Unlimited	\$314.95	\$369.95	\$0.0006
	1TB + Unlimited	\$334.95	\$389.95	\$0.0003
	2TB + Unlimited	\$434.95	\$489.95	\$0.0002

NBN Fees

In this section Labour Rate means \$99 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and Materials means the cost of materials necessary to perform the relevant activity. The following fees may apply for NBN services:

Activity	Charge per Activity NBN Co Network		
	Fibre to the Premises (FTTP)	Fibre to the Basement (FTTB) and Fibre to the Node (FTTN)	HFC
Initial Standard Installation	\$0.00	\$0.00	\$0.00
Initial Non-Standard Installation	Labour rate + Materials over and above Initial Standard Installation	Labour rate + Materials over and above Initial Standard Installation	Labour rate + Materials over and above Initial Standard Installation
Professional Splitter Installation at time of a Standard Installation	N/A	\$250 including first hour + Labour rate thereafter	N/A
Professional HFC-NTD Installation	N/A	N/A	Labour Rate (min 2 hours)
Subsequent Installation	\$270 + Labour rate + Materials over and above Initial Standard Installation	\$270 + Labour rate + Materials over and above Initial Standard Installation	\$270 + Labour rate + Materials over and above Initial Standard Installation
Subsequent Installation of Power Supply with Battery Backup	\$0.00	N/A	N/A
Professional Splitter Installation not at time of a Standard Installation	N/A	Labour rate (min 3 hours) + Materials (min \$10)	N/A
Equipment Modification (attendance at premises required)	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
Equipment Removal	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
Equipment Repair	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
On Site Maintenance Call Out	\$0.00	\$0.00	\$0.00
No Fault Found (No Truck Roll Required)	Labour rate	Labour rate	Labour rate
No Fault Found (Truck Roll Required)	Labour rate (min 2 hours)	Labour rate (min 2 hours)	Labour rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	N/A	Labour rate (min 3.5 hours) plus materials (min \$10)	N/A
Late Cancellation (Site visit required)	N/A	Labour rate	Labour rate
Missed Appointment	N/A	Labour rate	Labour rate
Restoration	Labour rate	Labour rate	Labour rate
Incorrect Callout	N/A	Labour rate	Labour rate
New Development Charge	\$300	\$300	\$300

Other information

Data Usage Information

Visit myaccount.node1.com.au/login/ to obtain usage information.

Customer Service

Please visit node1.com.au/contact/ or call 08 9964 5464 during business hours for service or technical support.

Complaints or Disputes

If you have a complaint, visit node1.com.au/support/ to find our complaints process.

Further Information

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO) by

calling 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us

Fair Use Policy

You must comply with our Fair Use Policy. You must not use your services in an unreasonable or fraudulent manner, or in a way that interferes with the network. We may take action if you breach the [Fair Use Policy](#), including suspending or cancelling your service.

Speeds

Actual speeds vary, and may be affected by; network infrastructure, wireless interference, limitations of network devices, mobile devices, consoles, computers, cables, other devices, available bandwidth of the service you're using (e.g. p2p games, website and download sources), and other users on your internet connection. Speeds may be slower when your devices are connected by Wi