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ABN 43 620 671 374

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## Critical Information Summary Apartment Services Residential Plans

### Information about the service

Apartment Services is a broadband service available within serviceable apartment buildings, offering high speed internet access with a monthly included data allowance.

#### Availability & Requirements

This service is only available within a serviceable apartment building and does not depend on a bundling arrangement with other Telecommunications services. Any cabling that is required in your premises, beyond the network boundary point is at 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 for \$149. Alternatively, you may purchase a wireless router from another retailer of your choice.

#### Minimum term

We offer our service with no minimum term.

#### Inclusions

Your Monthly Data Allowance is included in your nominated plan. Any unused monthly data allowance expires each month at the end of your billing cycle. You may purchase data packs at an additional cost to increase your data allowance for the month. Data packs will also expire at the end of your billing cycle. Further information on data packs is available by logging into your account at [myaccount.node1.com.au/login/](http://myaccount.node1.com.au/login/)

#### Exclusions

If you exceed your monthly data allowance in a month, your internet service will be slowed down to 256kbps/64kbps for all usage for the rest of that month until your next billing cycle begins (but you won't be charged extra for use).

### Information about pricing

#### Monthly charge

Your minimum monthly charge is based off the plan you nominate. Please see the table below to view the monthly charges for each plan. The maximum monthly charge depends on whether you have chosen to add any additional data packs for the month.

#### Plan Options

Speed	Monthly Data Allowance	Monthly Charge	Total Minimum Cost	Cost of 1GB of data within included Data
	On Peak + Off Peak			Allowance
50Mbps/20Mbps	50GB + Unlimited	\$49.95	\$104.95	\$1.00
	Unlimited	\$69.95	\$124.95	N/A
100Mbps/40Mbps	50GB + Unlimited	\$59.95	\$114.95	\$1.20
	Unlimited	\$89.95	\$144.95	N/A
Up to 1Gbps/1Gbps (Ethernet based networked apartments only)	Unlimited	\$109.95	\$164.95	N/A

#### Termination

There are no termination fees for this service.

#### Other charges

The total minimum cost is based on the price of the plan you select, plus the connection fee of \$55. If you're a new or existing Node1 customer, and would like a new wireless router you can purchase one from us for \$149.

#### 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 the month if you started your service part way through a billing period.

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.



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## Other Information

### Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account at [myaccount.node1.com.au/login/](https://myaccount.node1.com.au/login/).

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. Data allowances are based on On-Peak + Off-Peak times. On-Peak times are from 8am to 12pm. Off-Peak times are from 12am – 8am.

### Customer service

Please visit [node1.com.au/contact/](https://node1.com.au/contact/) if you have any questions about this offer, our technical support, our services or the connection. Alternatively, you can call us on 1300 166 331. Our opening hours are 9am-8pm weekdays and 9am-6pm on weekends.

### Complaints or disputes

If you have a problem or complaint about your service, visit [node1.com.au/support/](https://node1.com.au/support/) where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

### Further information

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us).

### Discounts & promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of 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, internet connectivity to your premises, wireless interference, 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, website and download sources), and other users on your internet connection.

Speeds may be slower when your devices are connected by Wi-Fi rather than ethernet cable.