NODEONE

Critical Information Summary - Fixed Wireless – Business Plans

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Information about the service

Node1 Internet's Fixed Wireless network is a high-performance network servicing the areas of Geraldton and Perth, Western Australia. It covers all areas of Geraldton, with extensions to areas up to 100km from the Geraldton CBD (including the Abrolhos islands). The Perth network currently covers most areas north of the river and some areas in the hills.

Fixed wireless offers high speed internet access with a monthly included data allowance. It does not require a phone line, making it ideal for homes that struggle to receive an internet connection through traditional means.

Availability & Requirements

Availability depends on the line of sight to Node1 Internet's transmitter towers. Once a site survey is complete you will be advised whether or not we can get you connected. This is done at no charge to you.

This service 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. The availability of your service will be subject to a credit check.

You will require a wireless router for this service. You may purchase a router from us for between $149-$249. Alternatively, you may purchase a wireless router from another retailer of your choice. You will require an antenna to be installed on your roof in order to access this service. The Antenna remains the property of Node1 Internet at all times.

Minimum and Maximum Charges

We offer our service with a choice of either 12-month contract term, 24-month contract term or 36-month contract term. The minimum amount payable depends upon the chosen contract term. See Plan Options table below for minimum pricing.

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 our **Members Portal.** This service includes a static IP address, high priority support and free Cisco IronPort spam filtering.

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 on the next page 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.

Termination

If the service has a 12-month contract term, there is a termination fee of $500 if cancelled in the first 6 months. If the service has a 24-month contract term, there is a termination fee of $800 if cancelled in the first 6 month or $300 if cancelled after the first 6 months. If the service has a 36-month contract term, there is a termination fee of $1100 if cancelled in the first 6 month or $600 if cancelled between 7-12 months and $250 if cancelled between 13-18 months. One additional month's service fee is also applicable in all cases.

Other charges

There is no setup fee for a 24-month contract term. There is a $199 setup fee for a 12-month contract and there is a $399 setup fee for no contract term. New or existing Node1 customers can also purchase a wireless router for $149-$249.

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 a $10 fee for changing plans.

Billing

The figures above are for a full billing cycle, however your first bill may also include pro-rata charges. Our billing cycle is based on a calendar month. Bills are issued on approximately the 4th of the month, for a month in advance. Your bill may also include additional charges such as data packs or a plan change adjustment.

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Information about pricing (cont.)

Plan Options

Plan	Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost (12 Month Contract)	Total Minimum Cost (24 Month Contract)	Total Minimum Cost (36 Month Contract)	Cost of 1GB of data within included Data Allowance
SOHO25	25mbps/10mbps	Unlimited	$110.00	$1,819.00	$2,649.00	$3,240.00	N/A
SOHO50	50mbps/30mbps*	Unlimited	$120.00	$1,939.00	$2,889.00	$3,600.00	N/A
SOHO100	100mbps/50mbps*	Unlimited	$140.00	$2,179.00	$3,369.00	$4,320.00	N/A
SME100	Flexi**	Unlimited	$150.00	$2,299.00	$3,609.00	$4,680.00	N/A
SME250	Ultrafast (250mbps/100mbps) ***	Unlimited	$200.00	$2,899.00	$4,809.00	$6,480.00	N/A

*Selected areas only. Availability subject to site survey results.
**Flexi plan allows for the maximum supported throughput based on link quality. Speeds will generally vary between 50-150mbps but may perform at up to 200mbps dependent upon the time of day. Flexi connections may experience greater fluctuation in throughput performance. Is only available to customers on Standard (Non-Ultrafast) hardware.
***Ultrafast is only available on an Ultrafast enabled tower. Existing Node1 fixed wireless customers will need to purchase upgraded hardware (Once off charge of $200) to enable this speed tier.

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 using our Members Portal.

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 Our Website if you have any questions about this offer, want to talk to out our technical support about our services or your connection. Alternatively, you can call us on 1300 166 331. Our opening hours are 8am-8pm weekdays and 9am-5pm on weekends.

Complaints or disputes
If you have a problem or complaint about your service, visit Our Support Centre. 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 the TIO Website. For more detailed information about broadband internet and factors that can

have an effect on services, see our Broadband Information document.

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 are affected by network infrastructure, internet connectivity, wireless interference, limitations of devices, mobiles, consoles, computers, cables that you use, the bandwidth of other services (e.g. p2p games, website, download sources), and other users on the network. Speeds may be slower when your devices are connected by Wi-Fi.

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