NODEONE

Critical Information Summary – Fixed Wireless – Residential Plans

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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. It does not require a phone line, making it ideal for homes that struggle to receive an internet connection through traditional means. The Maximum speeds acheivable will depend upon your distance to our transmission towers.

Availability depends on the line of sight between your premises and the NodeOne Internet transmission towers. After you signup, we will complete an electronic site survey to determine your eligibility and you will be advised whether you can be connected. This is done at no charge to you.

You will require an antenna to be installed on your roof in order to access this service. The Antenna remains the property of NodeOne Internet at all times.

Minimum and Maximum Charges

Your Minimum and Maximum charges will vary depending upon what contract length and plan you have chosen. We have the following contract options:

- No Lock-in contract with $399 activation fee
- 12 Month Lock-in contract with $199 activation fee
- 24 Month Lock-in contract with $0 activation fee

See Plan Options table below for minimum and maximum charges.

Termination Fees

If you cancel your service during your lock-in contract term, you will be liable for the service fees for the month in which you cancel. You will also incur the following termination fees:

- No Lock-in contract termination fee = $0
- 12 Month Lock-in contract termination fee = $199
- 24 Month Lock-in contract termination fee:
  - If cancelled in the first 12 Months = $399
  - If cancelled after 12 Months = $199

Plan Options

Plan	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost (No Contract)	Total Minimum Cost (12 Month Contract)	Total Minimum Cost (24 Month Contract)	Cost of 1GB of data within included Data Allowance
N1 Home Casual (25Mbps/5Mbps)	Unlimited	$69.00	$468.00	$1,027.00	$1,656.00	N/A
N1 Home Everyday (50Mbps/20Mbps*)	Unlimited	$79.00	$478.00	$1,147.00	$1,896.00	N/A
N1 Home Premium (100Mbps/30Mbps*)	Unlimited	$99.00	$498.00	$1,387.00	$2,376.00	N/A
N1 Home Superfast (150Mbps/50Mbps**)	Unlimited	$109.00	$508.00	$1,507.00	$2,616.00	N/A
N1 Home Ultrafast (200Mbps/50Mbps)	Unlimited	$119.00	$518.00	$1627.00	$2856.00	N/A
N1 Home Hyperfast (500Mbps/250Mbps***)	Unlimited	$169.00	$558.00	$2,107.00	$3,816.00	N/A

*Selected areas only. Availability subject to site survey results.
**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. Plan may experience greater fluctuation in throughput performance. Plan is only available to customers on Standard (Non-Ultrafast) hardware.
***Hyperfast is only available on a Hyperfast 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

This service does not depend on a bundling arrangement with any other Telecommunications services. Any cabling that is required in your premises, beyond the network boundary point is your responsibility and at your own cost.

You will require a wireless router in order to use this service. The monthly fee does not include the cost for a wireless router, however you may purchase one from us for between $149-$249. Alternatively, you may purchase a wireless router from another retailer of your choice.

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Inclusions

All of our plans come with:

- Unlimited Data Allowance (Subject to our Fair Use Policy)
- Five complimentary email addresses
- Local Western Australian Based Support

Billing

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

Changing Plan

To view the plans that you may switch to, login to our Members Portal. 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.

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.

Customer Service

Please visit Our Website if you have any questions about this offer.

If you need to talk to our technical support about our services or your connection 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 will vary and are affected by network infrastructure, internet connectivity, wireless interference, limitations of connected devices, cabling, bandwidth of other services (e.g. p2p games, website, download sources), and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.