NODEONE

Critical Information Summary – NodeOne Business Fibre

About the Service

NodeOne's business grade symmetrical internet service provides super-fast connectivity speeds over nbn™'s fibre network. The service is available in nbn™ enabled service areas and is delivered over nbn™'s Enterprise Ethernet network. Customers need to be connected to the nbn™ network and additional service qualification may be required.

Inclusions

- Unlimited Data Allowance (Subject to our **Fair Use Policy**)
- Static IP Address
- Western Australian based Support

Minimum and Maximum Charges

Minimum and maximum charges will vary depending upon the service plan and contract term. The following contract terms are available on all service plans:

- 12-month lock-in contract with $5,049 activation fee
- 24-month lock-in contract with $1,299 activation fee
- 36-month lock-in contract with $0 activation fee

Pricing includes standard installations. Non-standard installations will be charged on a labour rate and materials basis. Please see Plan Options table below for monthly and minimum charges.

Termination Fees

Charges apply for any cancellation that occurs once nbn™ has accepted a new order. The charge for each delivery phase is set out below.

- Cancellation during Order Acceptance $750
- Cancellation during Design $2,050
- Cancellation during Build or Pre-Delivery $15,000 + fibre build contribution (if applicable and accepted at order)

If you cancel your service during the lock-in contract term, you will be liable for the relevant service fee for the remaining months of the contract.

Plan Options

Service Speed		nbn™ Zone	Installation Charge			Monthly Charge			Total Minimum Cost		
Down	Up		12 Mths	24 Mths	36 Mths	12 Mths	24 Mths	36 Mths	12 Mths	24 Mths	36 Mths
50 Mbps	50 Mbps	CBD	$5,049	$1,299	$0	$389	$349	$329	$9,717	$9,675	$11,844
100 Mbps	100 Mbps	CBD	$5,049	$1,299	$0	$419	$369	$349	$10,077	$10,155	$12,564
250 Mbps	250 Mbps	CBD	$5,049	$1,299	$0	$529	$479	$449	$11,397	$12,795	$16,164
500 Mbps	500 Mbps	CBD	$5,049	$1,299	$0	$949	$839	$799	$16,437	$21,435	$28,764
1000 Mbps	1000 Mbps	CBD	$5,049	$1,299	$0	$1,069	$949	$899	$17,877	$24,075	$32,364
50 Mbps	50 Mbps	Zone 1	$5,049	$1,299	$0	$569	$509	$479	$11,877	$13,515	$17,244
100 Mbps	100 Mbps	Zone 1	$5,049	$1,299	$0	$589	$529	$499	$12,117	$13,995	$17,964
250 Mbps	250 Mbps	Zone 1	$5,049	$1,299	$0	$709	$629	$599	$13,557	$16,395	$21,564
500 Mbps	500 Mbps	Zone 1	$5,049	$1,299	$0	$1,119	$999	$949	$18,477	$25,275	$34,164
1000 Mbps	1000 Mbps	Zone 1	$5,049	$1,299	$0	$1,239	$1,109	$1,049	$19,917	$27,915	$37,764
50 Mbps	50 Mbps	Zone 2	$5,049	$1,299	$0	$869	$769	$729	$15,477	$19,755	$26,244
100 Mbps	100 Mbps	Zone 2	$5,049	$1,299	$0	$889	$789	$749	$15,717	$20,235	$26,964
250 Mbps	250 Mbps	Zone 2	$5,049	$1,299	$0	$1,009	$899	$849	$17,157	$22,875	$30,564
500 Mbps	500 Mbps	Zone 2	$5,049	$1,299	$0	$1,419	$1,259	$1,199	$22,077	$31,515	$43,164
1000 Mbps	1000 Mbps	Zone 2	$5,049	$1,299	$0	$1,539	$1,369	$1,299	$23,517	$34,155	$46,764
50 Mbps	50 Mbps	Zone 3	$5,049	$1,299	$0	$1,159	$1,029	$979	$18,957	$25,995	$35,244
100 Mbps	100 Mbps	Zone 3	$5,049	$1,299	$0	$1,179	$1,049	$999	$19,197	$26,475	$35,964
250 Mbps	250 Mbps	Zone 3	$5,049	$1,299	$0	$1,299	$1,159	$1,099	$20,637	$29,115	$39,564
500 Mbps	500 Mbps	Zone 3	$5,049	$1,299	$0	$1,709	$1,529	$1,449	$25,557	$37,995	$52,164
1000 Mbps	1000 Mbps	Zone 3	$5,049	$1,299	$0	$1,829	$1,629	$1,549	$26,997	$40,395	$55,764

Prices exclusive of GST.

Other Information

This service does not depend on a bundling arrangement with any other Telecommunications services. Any cabling beyond the nbn™ network end point that is required within the customer's premises is the customer's responsibility.

Billing

The amounts in the Plan Options table 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 day of the month, for a month in advance. In some cases, your bill may also include additional charges such as purchased hardware, installation or a plan change adjustment fee. Prices shown are exclusive of GST.

Hardware Options

Hardware is not included. You may purchase a router from NodeOne or provide your own router if you prefer (subject to its suitability).

Service Speeds

Service speeds shown in Plan Options are the theoretical maximums attainable by the nbn™ connection at the highest transmission rate of the network.

Actual speeds may vary and are affected by network equipment, internet connectivity, location of the content servers you're accessing, interference, limitations of connected devices, cabling, bandwidth of other services, and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

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 that may apply from time to time. It also does not reflect any additional 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.

Changing Plan

Please contact NodeOne through your Account Manager or on the above number should you wish to change your plan. Note plan changes may incur additional charges.

Data usage information

Usage is counted in bytes as the total of downloaded plus uploaded data. 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 service. If you would like to talk to our technical support about our services or your connection, please call us on 1300 184 414. Our opening hours are 8am-8pm Monday to Friday (excluding public holidays), 9am-6pm on Saturday, and 10am-5pm on Sunday.

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.