



CRITICAL INFORMATION SUMMARY:

## ADSL2

### Information About The Service

ADSL2 is a broadband service offering high speed internet access with a monthly included data allowance. Your ADSL2 connection will have a static IP address and up to five email addresses.

### Requirements & Availability

ADSL2 requires a basic telephone service in order to function. As Node1 Internet does not provide telephone services, you will be required to use a suitable telephone service from another provider. Phone line rental and any other charges relating to the provision of the telephone line will not be included in the service we provide.

You will require an ADSL modem/router for this service. The monthly fee does not include the cost for a modem/router however you may purchase one from us at an additional cost.

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

Internet speeds may be affected by:

- Distance between premises and exchange.
- Quality of the telephone line.
- Wireless interference within and/or around your premises (if you are connecting wirelessly via a wireless router).
- Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you may use.
- The available bandwidth of the service you are using (e.g. peer-to-peer games, websites & download sources).
- Other users on your Internet connection.

### Minimum Term

The minimum term for all ADSL2 plans is 12 months.

### Information About Pricing

#### Monthly Charges

There are five ADSL2 plans. Each plan has a standard monthly price and data allowance. The maximum monthly charge depends on whether you have chosen to use additional data via our excess charges.

Link Speed	Monthly Data Allowance	Minimum Monthly Charge	Total Minimum Price (12 month contract)	Unit Cost (1GB of data included in plan)
Up to 20mbps/1mbps	60GB	\$49.95	\$624.40	\$0.83
	100GB	\$54.95	\$684.40	\$0.54
	250GB	\$69.95	\$864.40	\$0.27
	500GB	\$99.95	\$1224.40	\$0.19
	1000GB	\$149.95	\$1824.40	\$0.14

The total minimum price on a 12 month contract is based on a \$25.00 transfer fee plus 12 months of monthly plan charges.

Data Allowance Information:

- Excess usage on all ADSL2 plans is charged at \$1.00 per gigabyte.
- Usage is reset to the data allowance on the first day of each month.

### Setup & Cancellation Charges

Setup Method	Cost
Establishing new service on suitable existing telephone line	\$99
Service transfer from ADSL with another Internet Service Provider	\$25

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

## Other Charges

Service Relocation (within 12 months)	\$199
Service Relocation (after 12 months)	\$99
Plan Change	Free
Cancellation Fee (within 12 months)	\$100

## Other Information

### Usage Information

Customers can obtain usage information by visiting <https://node1.com.au/account.php> and logging into their account, or by calling us on 08 9964 5464.

### Customer Service Contact Details

Contact Node1 Internet Customer Service by calling 08 9964 5464; or by submitting a contact form online at <https://node1.com.au/contact.php> or via email to [customerservice@node1.com.au](mailto:customerservice@node1.com.au).

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at <http://node1.com.au/info>.

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).