



INFORMATION ABOUT THE SERVICE

Description of the service

The National Broadband Network is a high performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers. Your NBN connection will have a static IP address, up to five email addresses and free Cisco Ironport Spam Filtering.

Requirements & Availability

The NBN Fibre service is only available within an NBN fibre service area. Unless your premises is already connected, you will need to be connected to the NBN Network. Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility. Standard installations are free of charge to you. Non-standard installations may require you to pay charges.

You will require a wireless router for this service. The monthly fee does not include the cost for a router however you may purchase one from us at an additional cost. NBN availability depends on the NBN Co's rollout plan. To check if you can get

connected in your area, use the online coverage checker at http://node1.com.au/nbn_rollout_map.php. Plans with speeds of up to 250mbps/100mbps and higher are only available on the Geraldton P.O.I in locations above Perth, from Yancheep to Kununurra. Some locations may be unavailable.

Internet speeds may be affected by internet connectivity to your premises, wireless interference within and/or around your premises (if you're connecting wirelessly via a wireless router), 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, websites & download sources), other users on your Internet connection and network conditions.

Minimum Term

There is no minimum term for NBN fibre plans.

INFORMATION ABOUT PRICING

Monthly Charges

There are thirty NBN Fibre plans – consisting of five speeds and six quota options for each speed. 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 data packs. The total minimum price is based on a \$55.00 connection fee plus one month of plan charges.

Data Allowance Information

Data allowances are based on On-Peak + Off-Peak times. On-Peak: 8:00am to 12:00am and Off-Peak: 12:00am to 8:00am.

There are no automatic excess usage charges on NBN Fibre services – instead, traffic beyond the included data allowance will be shaped to 1mbps/1mbps. Quota is counted as the total of downloads. Uploads are unmetered. Usage is reset to the data allowance on the first day of each month. You may purchase data packs at an additional cost for a data allowance top up, if required. Information on data pack pricing is available at http://node1.com.au/business_nbn.php.

Cancellation Fees

There are no cancellation fees on this service.

| Speed | Monthly Data Allowance | Minimum Monthly Charge | Total Minimum Price (No Lock-in Contract) | Unit Cost (1GB of data included in plan) |
|-----------------------|------------------------|------------------------|--|--|
| 25mbps/10mbps | 20GB + 30GB | \$59.95 | \$114.95 | \$2.99 |
| | 50GB + 60GB | \$79.95 | \$134.95 | \$1.60 |
| | 250GB + Unlimited | \$89.95 | \$144.95 | \$0.36 |
| | 500GB + Unlimited | \$104.95 | \$159.95 | \$0.21 |
| | 1TB + Unlimited | \$124.95 | \$179.95 | \$0.13 |
| | 2TB + Unlimited | \$224.95 | \$279.95 | \$0.11 |
| 50mbps/20mbps | 20GB + 30GB | \$64.95 | \$119.95 | \$3.25 |
| | 50GB + 60GB | \$84.95 | \$139.95 | \$1.70 |
| | 250GB + Unlimited | \$94.95 | \$149.95 | \$0.38 |
| | 500GB + Unlimited | \$109.95 | \$164.95 | \$0.22 |
| | 1TB + Unlimited | \$129.95 | \$184.95 | \$0.13 |
| | 2TB + Unlimited | \$229.95 | \$284.95 | \$0.12 |
| 100mbps/40mbps | 20GB + 30GB | \$69.95 | \$124.95 | \$3.49 |
| | 50GB + 60GB | \$89.95 | \$144.95 | \$1.80 |
| | 250GB + Unlimited | \$99.95 | \$154.95 | \$0.40 |
| | 500GB + Unlimited | \$114.95 | \$169.95 | \$0.23 |
| | 1TB + Unlimited | \$134.95 | \$189.95 | \$0.13 |
| | 2TB + Unlimited | \$234.95 | \$289.95 | \$0.12 |
| Up to 250mbps/100mbps | 20GB + 30GB | \$109.95 | \$164.95 | \$5.49 |
| | 50GB + 60GB | \$129.95 | \$184.95 | \$2.60 |
| | 250GB + Unlimited | \$139.95 | \$194.95 | \$0.56 |
| | 500GB + Unlimited | \$154.95 | \$209.95 | \$0.31 |
| | 1TB + Unlimited | \$174.95 | \$229.95 | \$0.17 |
| | 2TB + Unlimited | \$274.95 | \$329.95 | \$0.14 |
| Up to 500mbps/200mbps | 20GB + 30GB | \$269.95 | \$324.95 | \$13.49 |
| | 50GB + 60GB | \$289.95 | \$344.95 | \$5.80 |
| | 250GB + Unlimited | \$299.95 | \$354.95 | \$1.20 |
| | 500GB + Unlimited | \$314.95 | \$369.95 | \$0.63 |
| | 1TB + Unlimited | \$334.95 | \$389.95 | \$0.34 |
| | 2TB + Unlimited | \$434.95 | \$489.95 | \$0.22 |

NBN Fees

In this section Labour Rate means \$99 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and Materials means the cost of materials necessary to perform the relevant activity. The following fees may apply for NBN services:

| Activity | Charge per Activity NBN Co Network | |
|---|--|---|
| | Fibre to the Premises (FTTP) and Wireless | Fibre to the Node (FTTN) |
| Professional Splitter Installation at time of a Standard Installation | N/A | \$250 including first hour then \$99/hr after |
| Professional Splitter Installation not at time of a Standard Installation | N/A | Labour rate (min 3 hours) plus materials (min \$10) |
| Equipment Modification (attendance at premises required): | Labour rate plus materials | Labour rate (min 3 hours) |
| Equipment Removal | Labour rate plus materials | Labour rate (min 3 hours) |
| Equipment Repair | Labour rate plus materials | Labour rate (min 3 hours) |
| No Fault Found (No Truck Roll Required) | Labour rate | Labour rate |
| No Fault Found (Truck Roll Required) | Labour rate (min 2 hours) | Labour rate (min 2 hours) |
| No Fault Found (Truck Roll Required and Professional Splitter Installation) | N/A | Labour rate (min 3.5 hours) plus materials (min \$10) |
| Late Cancellation (Site visit required) | N/A | Labour rate |
| Missed Appointment | N/A | Labour rate |
| Restoration | Labour rate | Labour rate |
| NBN New Development Charge | \$300 | \$300 |

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. 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.

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.

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.