

## Information About The Service

The National Broadband Network is a high performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers.

### 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 Optical Fibre Access Network. 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 wireless 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](http://node1.com.au/nbn_rollout_map.php).

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.

### Minimum Term

There is no minimum term for NBN fibre plans.

## Information About Pricing

### Monthly Charges

There are sixteen NBN Fibre 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 data packs.

Link Speed	Monthly Data Allowance	Minimum Monthly Charge	Total Minimum Price (No Lock-in Contract)	Unit Cost (1GB of data included in plan)
12mbps/1mbps	50GB + Unlimited	\$49.95	\$104.95	\$1.00
	100GB + Unlimited	\$59.95	\$114.95	\$0.60
	Unlimited	\$69.95	\$124.95	N/A
25mbps/5mbps	50GB + Unlimited	\$54.95	\$109.95	\$1.10
	100GB + Unlimited	\$64.95	\$119.95	\$0.65
	Unlimited	\$79.95	\$134.95	N/A
Up to 50mbps/20mbps	50GB + Unlimited	\$64.95	\$119.95	\$1.30
	100GB + Unlimited	\$74.95	\$129.95	\$0.75
	250GB + Unlimited	\$84.95	\$139.95	\$0.34
	500GB + Unlimited	\$94.95	\$149.95	\$0.19
	1000GB + Unlimited	\$124.95	\$179.95	\$0.12
Up to 100mbps/40mbps	50GB + Unlimited	\$69.95	\$124.95	\$1.40
	100GB + Unlimited	\$79.95	\$134.95	\$0.80
	250GB + Unlimited	\$89.95	\$144.95	\$0.36
	500GB + Unlimited	\$99.95	\$154.95	\$0.20
	1000GB + Unlimited	\$129.95	\$184.95	\$0.13

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 256Kbps/256Kbps.
- Quota is counted as the total of downloads plus uploads.
- 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/residential\\_nbn.php](http://node1.com.au/residential_nbn.php)

#### Setup & Cancellation Charges

Setup Method	Cost
Setup Fee	\$55

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

#### 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 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

#### 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).