Critical Information Summary
Business Fibre

NODEONE
A swoop COMPANY

Information about the service

NodeOne's business grade symmetrical internet service provides super-fast connectivity speeds over fibre networks. The service is available in enabled fixed line service areas and networks, subject to local availability and is delivered over nbn's Enterprise Ethernet network. Service qualification may be required.

Inclusions

- Unlimited data allowance (subject to our Fair Use Policy)
- Static IP address
- Local 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 $5,000 activation fee
- 24-month lock-in contract with $1,250 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 our wholesale partner has accepted a new order. The charge for each delivery phase is set out below.

- Cancellation during Planning stage $825
- Cancellation during Design stage $2,250
- Cancellation during Build or Pre-Delivery stage $8,800 + 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.

Requirements and availability

Available to addresses in business nbn® fibre zones. You will require an compatible router that can be configured with your NodeOne Business account settings.

Bundling

You are not required to bundle any other services with NodeOne Business Fibre services, but you can optionally add-on other products from our Business range.

Plan options

Service speed		nbn®	Installation charge			Monthly charge			Total minimum cost		
Up	Down	Zone	12 mths	24 mths	36 mths	12 mths	24 mths	36 mths	12 mths	24 mths	36 mths
100 Mbps	100 Mbps	CBD	$5,000	$1,250	$0	$399	$399	$399	$9,788	$10,826	$14,364
250 Mbps	250 Mbps	CBD	$5,000	$1,250	$0	$399	$399	$399	$9,788	$10,826	$14,364
500 Mbps	500 Mbps	CBD	$5,000	$1,250	$0	$499	$499	$499	$10,988	$13,226	$17,964
1000 Mbps	1000 Mbps	CBD	$5,000	$1,250	$0	$699	$699	$699	$13,388	$18,026	$25,164
100 Mbps	100 Mbps	Zone 1/2/3	$5,000	$1,250	$0	$499	$499	$499	$10,988	$13,226	$17,964
250 Mbps	250 Mbps	Zone 1/2/3	$5,000	$1,250	$0	$499	$499	$499	$10,988	$13,226	$17,964
500 Mbps	500 Mbps	Zone 1/2/3	$5,000	$1,250	$0	$599	$599	$599	$12,188	$15,626	$21,564
1000 Mbps	1000 Mbps	Zone 1/2/3	$5,000	$1,250	$0	$849	$849	$849	$15,188	$21,626	$30,564

*Prices exclusive of GST

Other Information

This service does not depend on a bundling arrangement with any other telecommunications services. Any cabling beyond the 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 Enterprise Ethernet 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.

Discounts and 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 Business 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 https://nodeone.com.au 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 184 414. Our opening hours can be viewed at https://nodeone.com.au/contact.

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.

Priority assistance

Priority assistance is a service to provide the highest level response in the event of service failure. Priority assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer priority assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer priority assistance. Telstra are a telecommunications provider who offer a priority assistance service.

Customer service contact details

You can contact our customer service team by:

1300 184 414 | business.support@nodeone.com.au | Support ticket: https://myaccount.nodeone.com.au

For more information on Broadband, visit https://www.commsalliance.com.au/BEP.