Critical Information Summary
nbn® Fixed Wireless

NODEONE
A swoop COMPANY

Information about the service

The product is a broadband internet connection provided via the nbn® fixed wireless network. This service is only available within an nbn® Fixed Wireless service area. The service comes with Unlimited data and access to our technical support service via phone, email and customer portal support ticket. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment

Requirements and availability

nbn® fixed wireless services are only available to addresses that have been confirmed as ready for service by nbnco, and which are designated as in nbn® fixed wireless areas. You can check your address on our website at https://nodeone.com.au.

Need help selecting a plan?		
Household	1-3 users	1-5 users
Typical usage	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	Web browsing, gaming, some streaming (e.g. Netflix), some downloads
Recommended speed tier	nbn® Wireless	nbn® Wireless Plus

Installation

Your address will need to have been made ready for activation by nbn co, and this may require the installation of equipment at your address. We will advise you at the time of sign-up, and if the property is in a ready-for-service area but has not been made ready for activation, we will arrange this as part of your order.

Minimum term

1 month. You can upgrade your plan at any time, or downgrade on the first day of the billing cycle.

Bundling and hardware

This service does not depend on a bundling arrangement with any other Telecommunications services. A router is required but not supplied by us unless you opt to purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it.

Data allowance	Speed tier	Theoretical maximum speed	Typical Evening Speed (download/upload)	Monthly charge	Total minimum cost for one month of service[1,2]
Unlimited	nbn Wireless[3]	25/5 Mbps	25/5 Mbps	$69	$69
Unlimited	nbn Wireless Plus[4]	100/20 Mbps	73/10 Mbps	$84	$84

[1] The "Total minimum cost for one month of service" is the cost of a service provided for just one month; that is, any installation/equipment fees, plus the cost of the selected plan for one month.

[2] Does not include new development fee (if applicable).

[3] nbn® targets a minimum average download wholesale speed on a cell of 6Mbps, during the busy hour of the day (typically 7pm to 11pm).

[4] nbn® Wireless Plus services are delivered as a "best efforts" service and have no minimum defined speed; however they are expected to achieve the potential of 25Mbps at least once in a 24 hour period.

Setup fee

nbn® fixed wireless services have a $0 activation charge (new development fee may apply; see below). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. Fees may be refundable if the activation of the service is unsuccessful for any reason, upon return of any provided hardware/equipment. This fee excludes any applicable "special linkage charges" required to connect your service—for example: lead-in cabling, in-building cabling, non-standard installations.

nbn® co new development fee

This is a $300 fee charged by nbn® for the first-ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay the fee to us as part of your up-front payment.

Self installation

Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Our technical support team are available to assist via phone, email or support ticket.

Fee for service

A fee for service may be charged for any works conducted by us or third party access providers to resolve a service fault where the fault is not found to be on our or our third party access provider's networks. This fee for service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The fee for service is subject to your approval before proceeding. If you withhold acceptance of a fee for service, it is possible that a service fault may not be able to be resolved by us or third party providers.

Termination fee

You must provide us notification of your intention to cancel your service. Charges will apply up to the final day the service is active. Terminations cannot be backdated.

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.

Discounts and promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Residential grade service

NodeOne connections are residential grade services with no guarantee of consistent speeds or uptime. If you require a business grade service, please check our website for more information: https://nodeone.com.au/business-internet-plans/

Carrier Grade Network Address Translation (CGNAT)

Where CGNAT is available, your IP address will default to using CGNAT, unless you specifically request to opt out of CGNAT, which may be approved by NodeOne at its discretion. When opting out of CGNAT, a dynamic public IP address will be assigned to the service, however, you may request a static public IP address (at additional cost).

Connection speed

We quote two speeds for our services: **Theoretical Maximum Speed** and **Typical Evening Speed**.

Theoretical Maximum Speed is the highest speed the service could theoretically achieve in ideal conditions.

Typical Evening Speed, also called **Typical Peak Speed**, is the typical speed achieved by customers subscribed to this service at peak times (7pm-11pm Mon-Fri). These speeds should be considered estimates.

Actual speeds that you experience may be lower and could vary due to several factors including environmental conditions including weather conditions and wireless interference, network infrastructure, your hardware and software configuration, type and source of content being accessed (e.g. P2P games, website, download sources), and the number of other users on the network. Speeds may be slower when devices are connected by Wi-Fi. Fixed wireless connections can also be impacted by the distance or line of sight to the tower and other local conditions, and may not be able to achieve the full speed of their subscribed plan at any time of day. If you cannot achieve the full speeds of your plan and this cannot be fixed, you can move to a lower speed plan if available, or exit your plan at no cost.

nbn® fixed wireless plus services are delivered as a "best efforts" services. nbn® co have acknowledged nbn® fixed wireless services in some areas are affected by congestion and this may contribute to affected services not achieving the full speed tier.

Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account at https://simple.nodeone.com.au.

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 166 331. Our opening hours can be viewed at https://nodeone.com.au/contact.

Terms of service

This document is a summary of critical information relating to the service. We may update this document and/or our plan range without notice from time to time. The latest version of this document can always be downloaded from our website https://nodeone.com.au. Full terms of service are available on our website: https://information.nodeone.com.au/documents/information/Standard%20Form%20of%20Agreement.pdf.

Customer service contact details

You can contact NodeOne customer service team:

- Call **1300 166 331**
- Live Chat via **https://swoop.com.au/contact**
- Email **support@nodeone.com.au**
- Submit a support ticket via the customer portal at **https://simple.nodeone.com.au**
- Submit a web form at **https://nodeone.com.au/contact/**

Dispute resolution process

If you are not satisfied with our customer service, please refer to our complaint handling policy for more information on how to escalate your complaint.

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

All prices quoted include GST.

Telecommunications Industry Ombudsman (TIO)

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at **https://www.tio.com.au/complaints**

Telecommunications Consumer Protections (TCP) code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.