

# Critical Information Summary:

## TurboFibre FTTB

### About the Service

The TurboFibre FTTB service is a broadband internet service which uses Vision Network's Fibre to the Building (FTTB) Network to deliver internet connectivity to the Network Boundary Point at your premises.

Internode TurboFibre plan includes the following components:

- Unlimited data with a Typical Evening Download speed of 91Mbps and Typical Evening Upload speed of 25Mbps
- FTTB Phone service (no included calls – calls charged at 'Pay As You Go' rates only)

### Early Cancellation Fees

- As this product is provided on a no lock-in contract, there are no early cancellation fees if you choose to cancel.
- However, please be aware that cancelling your Broadband service will also result in a cancellation of any other Internode products you've purchased that are only available when bundled with an Internode Broadband service (such as VOIP Call Packs). Should those products have their own contract, you will be liable for their associated break fees.

### Minimum Term

Internode FTTB plan is available on a no lock-in contract. You may cancel at any time.

### Hardware Non-Return Fees

- If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to return the modem to us in good working order within 21 days of withdrawing your order. Otherwise, a \$60 modem fee will apply.

### Plans Details

Plan Name	Typical Evening Download Speed*	Typical Evening Upload Speed*	Monthly Included Data	FTTB Phone Call Charges	Monthly Charge	Total Min. Charge <sup>#</sup>
<b>TurboFibre FTTB Unlimited (100Mbps)</b>	100Mbps	25Mbps	Unlimited	Pay as you go**	\$74.99	\$89.99

- <sup>#</sup>Total Minimum Charge on no lock-in contract includes one month of plan fees plus \$15 modem delivery fee.
- **\*FTTB Speeds:** Typical evening download speed is measured between 7pm-11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Actual speed upon installation will be in the range 70-100Mbps (download) and 20-40Mbps (upload).
- TurboFibre plans include unlimited monthly data and are not subject to excess usage fees or restrictions.
- **\*\* Call charges:** Any calls made using your service will be subject to extra charges at pay as you go rates.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges.
- Changed or Missed Appointment Fees and Incorrect Call Out Fees may apply if you cancel or reschedule your installation appointment with less than 3 business days' notice or request a technician to fix a fault that is beyond the Network Boundary Point.

### Availability

This service is available at select buildings serviced by Vision Network's FTTB Network. Use our coverage checker [www.internode.on.net](http://www.internode.on.net) to check TurboFibre FTTB availability at your address.

### Required Equipment

- You will be supplied a TurboFibre FTTB ready modem (which is WiFi and VoIP enabled). You require this modem to use your TurboFibre FTTB and FTTB Phone service. Third party modems are not supported. The cost of the modem is included, however you will be required to pay a \$15 modem delivery fee.
- A technician appointment is required to install any required Turbo Fibre equipment at your address.

- You or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. We will advise you of the date and time of the installation appointment once you have received the modem. You should receive the modem within 2-5 working days after it has been dispatched from our warehouse.
- You will also need to supply your own standard phone handset (approved for use in Australia) to use your included FTTB Phone service.

### Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode)

### Call Charges – Pay As You Go

Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
18c/call untimed	18c/call untimed	29c/min	From 5c/min	27.5c/call untimed

\*Calls to Australian Mobiles are charged per 30 second block. A standard national mobile call incurs a per minute rate of \$0.29. A 2 minute standard national mobile call will cost \$0.58.

\*\*International rates vary by destination, see: [www.internode.on.net](http://www.internode.on.net). Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

- FTTB Phone services include the following features:
  - No set up fees
  - 3 Way Calling
  - Call Barring
  - Call Waiting
  - Calling Line ID Blocking
  - Call Forwarding
- No flagfall charges. Acceptable Use Policy applies: [www.internode.on.net/about/legal/cra/](http://www.internode.on.net/about/legal/cra/)
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Internode.
- Not all call types are supported. For more information visit [www.internode.on.net](http://www.internode.on.net)

### Call Packs

Great value call packs are available at an additional monthly fee. An Acceptable Use Policy applies which can be found here: [www.internode.on.net/about/legal/cra/](http://www.internode.on.net/about/legal/cra/).

Call Pack	Call Pack Inclusions	Monthly Price
Basic Call Pack	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223), unlimited standard national calls and unlimited national calls to mobiles	\$5
Value Call Pack	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223), unlimited standard national calls and unlimited national calls to mobiles 100 minutes each month to call any landline or mobile in any destination listed in the "Full List – All International Destinations" section in this <a href="#">page</a> (excluding satellite phones)*	\$10
Premium Call Pack	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223), unlimited standard national calls and unlimited national calls to mobiles Unlimited international calls to any landline or mobile to the following 23 destinations (excluding satellite phones): Canada, China, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Singapore, South Africa, South Korea, Sweden, Switzerland, Taiwan, Thailand, UK and USA	\$15

\*Standard international rates apply after exhausting the first 100 monthly international minutes. Unused minutes expire at the end of each billing period.

<p><b>Internode Customer Service</b> Support <b>P: 1300 788 233</b> Online at: <a href="http://www.internode.on.net/contact/support">www.internode.on.net/contact/support</a></p> <p>Sales <b>P: 13 66 33</b> Online at: <a href="http://www.internode.on.net/contact/sales/">www.internode.on.net/contact/sales/</a></p>	<p><b>Complaints Handling</b> If you are dissatisfied with Internode, please contact us first, through our escalation process so we can try and resolve your complaint.</p> <p><a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a></p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.</p> <p>TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p>
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