

Critical Information Summary:

NBN Fibre Phone

About the Service

Internode's NBN Fibre Phone service provides a traditional landline-like phone service, with the features of Voice over IP (VoIP). Simply plug in an ordinary phone and it just works, but with the benefits of VoIP's simple and cost-effective call charges.

The service is available only in conjunction with an Internode NBN Fibre to the Premises service.

A Critical Information Summary for the NBN Fibre broadband service (inc. Fibre to the Premises) is available separately at: www.internode.on.net/pdf/legal/cis/cis-internode-nbn-fibre.pdf

Minimum Term

- A minimum term of one month applies to NBN Fibre Phone services.

Early Cancellation Fees

- Applies to the 24 month contract only. These charges cover the costs reasonably incurred by us when the contract commenced.
- If you select a 24 month contract term, and cancel your service during the initial 24 month period, you are liable for an early cancellation charge. The maximum applicable charge is \$60 in the first month. This early cancellation charge reduces by \$2.50 for each month (including part thereof) left in the contract, reducing to \$2.50 in the final month.
- Cancelling your NBN Fibre Phone service will also cancel any other Internode products you've purchased that are only available when bundled with NBN Fibre Phone. If those products have their own contract, you are liable for their associated early cancellation charges

Plans

NBN Fibre Phone services are only available when bundled with an NBN Fibre to the Premises plan. The NBN Fibre Phone plan's standard monthly price below does not include NBN Fibre to the Premises plan rental.

Plan Name	Minimum Monthly Charge	Maximum Monthly Charge	Total Minimum Cost (Monthly Contract)	Total Minimum Cost (24 Monthly Contract)
NBN Fibre Phone	\$29.95	\$29.95 + call costs	\$227.94	\$1,918.56

- The Total Minimum Cost on a monthly contract includes the standard setup fee of \$148 (\$49 phone + \$99 broadband), plus one month of NBN Fibre to the Premises plan rental, plus one month of NBN Fibre Phone plan rental.
- The Total Minimum Cost on a 24 Month Contract includes the discounted setup fee of \$0 (\$0 phone + \$0 broadband), plus 24 months of NBN Fibre to the Premises plan rental, plus 24 months of NBN Fibre Phone plan rental.
- Call charges are additional.

Call Charges

Call Type	Description	Call Cost
Calls to other Fibre Phone or NodePhone VoIP services	Calls to any NodePhone VoIP or NBN Fibre Phone service	\$0.00 untimed
Local and Standard National Calls	Calls to standard fixed line telephone services in Australia (numbers with area code 02, 03, 07, or 08)	\$0.18 untimed
Calls to Australian Mobiles	Calls to standard mobile phone services in Australia (numbers starting with 04)	0.29 per minute
International	Calls to phone services outside of Australia	\$0.15 flag fall + from \$0.05 per minute
13 + 1300	Calls to 1300 or 13 numbers within Australia	\$0.275 untimed

- Timed charges for calls to Australian Mobiles and International calls are assessed on a per-second basis, with a minimum assessed duration of one minute per call.
- All calls are charged based entirely on the destination of the call, not the source of the call.

Further information: www.internode.on.net/fibrephone

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

- International rates vary depending on the country/destination you are calling, and these are listed (along with the charges for other call types, including special services) on our website at: www.internode.on.net/fibrephone/call_rates.
- We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.
- We do not provide support for teletypewriter equipment, and calls to 19/1900 Premium Rate services are not available.

Setup Charges

You have the options of:

- A standard setup fee with a monthly contract.
- A discounted setup fee with a 24 month contract term.

Setup Method	Monthly Contract	24 Month Contract
NBN Fibre Phone	\$49	\$0

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

Availability

- The service is available only in conjunction with an Internode NBN Fibre to the Premises service.
- NBN Fibre Phone availability can be checked by contacting Internode on **1300 626 669**.

Required Equipment

You will require a standard telephone handset (approved for use in Australia) to use NBN Fibre Phone

Porting existing phone numbers to NBN Fibre Phone

In most cases, you can port an existing telephone number to NBN Fibre Phone.

Battery Backup and Power Outages

Fibre Phone services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is only available on NBN Fibre to the Premises. In order for your service to work in a power outage, please be aware that:

- You must have an active BBU installed. This is optional and you can elect to get this installed at no extra cost when you apply for an NBN FTTP service with Internode.
- Access to the Fibre Phone service will only be available with:
 - a standard corded telephone handset that is not dependent on mains power, that is connected directly to the UNI-V port on the NBN Network Termination Device (NTD), or
 - a cordless handset that has its own backup power supply that is in working order.
- During a power outage, the battery will provide power for a limited period of time. A fully charged battery will last between 3 and 11 hours.
- If the battery is not fully charged it may last for less than 3 hours.

Internode Customer Service

Support

P: 1300 788 233

Online at:

www.internode.on.net/contact/support

Sales

P: 13 66 33

Online at:

www.internode.on.net/contact/sales/

Complaints Handling

If you are dissatisfied with Internode, please contact us first, though our [escalation process](#) so we can try and resolve your complaint.

Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.

TIO

P: 1800 062 058

www.tio.com.au/making-a-complaint