

## Critical Information Summary:

# NBN Phone (HFC and FTTC) for Existing Customers

### About the Service

NBN Phone (HFC and FTTC) is a phone service included with Internode's NBN HFC and FTTC broadband, delivered via the NBN network for existing customers.

### Minimum Term

No minimum term applies for NBN Phone (HFC and FTTC), but there may be one for your NBN broadband plan.

### Early Cancellation Fees

NBN Phone (HFC and FTTC) plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired NBN plan. Cancellation of your paired NBN plan will result in cancellation of your NBN Phone (HFC and FTTC) service.

### Monthly Charges

No monthly rental is charged with NBN Phone (HFC and FTTC) as it is included with your NBN plan. Calls charges are detailed below.

### Call Charges

Some of our NBN plans offer included standard calls to local, national and mobile numbers in Australia. Please see the Critical Information Summary of those plans to see what comes included. Rates for Pay As You Go calls are as follows:

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 assessed with a minimum duration of one minute, and then on a per second basis thereafter.

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

- No flagfall charges. 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/)
- 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.

### Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. 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
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 select <a href="#">23 destinations</a> (excluding satellite phones)	\$15

### Setup Charges

There are no setup charges for NBN Phone (HFC and FTTC) but there may be setup charges for your NBN broadband plan.

### Availability

NBN Phone (HFC and FTTC) is only available with an Internode NBN (FTTC or HFC) plan to existing customers only. NBN Phone (HFC and FTTC) is not sold as a standalone service. You will find information about the different NBN plans and check if they are available at your address at: [www.internode.on.net/nbn/](http://www.internode.on.net/nbn/)

### Requirements

You will require the Supplied Broadband Equipment which may attract an additional cost and a standard phone handset (approved for use in Australia) to use the NBN Phone service. It is not available separately and an Internode NBN HFC or FTTC broadband service is also required.

Further information: [www.internode.on.net/nbnphone](http://www.internode.on.net/nbnphone)

Information is current as of 08/04/2025, is subject to change without notice and all prices quoted include GST

### CSG Waiver

A waiver of the Customer Service Guarantee is required for NBN Phone.

### Priority Assistance

- 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

### Porting an existing number to NBN Phone

In most cases, you can transfer or port an existing fixed-line phone number to NBN Phone. More information about number porting is available at: [www.internode.on.net/nbnphone](http://www.internode.on.net/nbnphone)

### Usage Information

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

<h4>Customer Service Contact Details</h4> <p>You can contact Internode for Technical Support via <b>1300 788 233</b> or online at: <a href="http://www.internode.on.net/contact/support">www.internode.on.net/contact/support</a></p>	<h4>Complaints Handling</h4> <p>If you are dissatisfied with Internode, please follow the escalation process at <a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a> so we can try and resolve your complaint.</p>	<h4>Telecommunications Industry Ombudsman (TIO)</h4> <p>If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for independent mediation.</p> <p>TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a></p>
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*Further information: [www.internode.on.net/nbnphone](http://www.internode.on.net/nbnphone)*

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