

Critical Information Summary:

NodePhone Business Trunks

About the Service

NodePhone Business Trunks provide a business-grade SIP trunk voice solution, enabling the full benefits of VoIP in conjunction with your IP-PBX. NodePhone Business Trunks offer many customer configurable options including: business continuity settings, scalable concurrent calls, extension-level billing reports, prime number selection, and 100 number in-dial ranges.

Minimum Term

A minimum term of one month applies to NodePhone Business Trunk services with a minimum \$150 setup fee. This includes a \$50 setup charge for a 100 in-dial number range and a \$100 setup charge for two channels.

Early Cancellation Fees

NodePhone Business Trunk has no early cancellation charges. Number porting charges may apply if transferring your number range away from NodePhone Business Trunks.

Plans

Plan Name	Monthly Charge	Included Monthly Call Credits	Total Min. Cost
BusinessTrunks - Starter	\$5	\$10	\$200
BusinessTrunks – Value	\$10	\$20	\$205
BusinessTrunks – Premium	\$20	\$40	\$215
BusinessTrunks – 200	\$100	\$200	\$295
BusinessTrunks – 400	\$200	\$400	\$395
BusinessTrunks – 1000	\$500	\$1000	\$695

- The Total Minimum Cost represents one month of NodePhone Business Trunks plan rental, one month's channel rental (minimum of 2 channels), channel setup, one month's in-dial range rental, plus in-dial range setup. Prices for setup and monthly rental for in-dial number ranges and channels are listed below.
- Call charges beyond the included value are additional, and number porting fees may apply if transferring an existing number range to NodePhone Business Trunks

100 Number range and Channel Costs

Plan Name	Setup	Monthly Rental
100 Number in-dial range	\$50 per range	\$25 per range
Channels (minimum of 2 required)	\$50 per channel	\$10 per channel

Call Rates

Call or Message Type	Description	Call Costs
NodePhone	Calls to any NodePhone service	\$0 untimed
Standard National Calls	Calls to standard fixed telephone lines in Australia	\$0.18 untimed
Calls to Australian Mobiles	Calls to standard mobile telephone services in Australia	\$0.29 per minute
International	Calls to phone services outside of Australia	\$0.15 flagfall + from \$0.05 per minute

- Timed charges for Standard National Calls, Calls to Australian Mobiles, and International calls are assessed on a per second basis, with a minimum assessed duration of one minute.
- The International rates vary depending on the country/destination you are calling, and these are listed (along with the charges for other call types) on our website www.internode.on.net/business/phone_services/nodephone/

Further information: www.internode.on.net/business/nodephone/business_trunks

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

Standardised Cost information

A 2 minute Standard National Mobile Call will cost \$0.58. If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make the following number of calls per month within the monthly included value of your plan:

Business Trunks Plan	Starter	Value	Premium	100	200	400	1000
Number of calls	17	34	68	172	344	689	1724

Porting Charges

Porting type	Costs
Move an existing 100 number range to Business Trunk within standard porting hours	\$480
Port a 100 number range from a Business Trunk service during standard porting hours	\$200 administration fee per attempt

Requirements

You will require:

- A broadband Internet service speed of 512/128 kbps or greater. An Internode ADSL2+ service is recommended for the best quality.
- Certified inter-operability of your IP PBX or phone system with Broadsoft. For more information see: www.internode.on.net/business/phone_services/nodephone/business_trunks/

Usage Information

Customers can obtain information on their usage via www.internode.on.net/myinternode

<p>Customer Service Contact Details</p> <p>You can contact Internode for Technical Support via 1300 304 718 or online at: http://www.internode.on.net/contact/support</p>	<p>Complaints Handling</p> <p>If you are dissatisfied with Internode, please follow the escalation process here: www.internode.on.net/complaints so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO)</p> <p>If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for independent mediation.</p> <p>TIO P: 1800 062 058 http://www.tio.com.au/making-a-complaint</p>
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