



Service Details

1. SERVICES AND HARDWARE REQUIRED	
<input type="checkbox"/> No Hardware - NodePhone® Account Only	<i>A \$20 service establishment charge applies to NodePhone1 services; there is no establishment charge for NodePhone2 services.</i>
<input type="checkbox"/> NodePhone® Account with Hardware	<i>Please refer to our website for details and pricing on NodePhone® hardware options available. All service establishment charges are waived if you purchase your NodePhone® hardware from Internode.</i>
Hardware: _____	
2. NODEPHONE® SERVICE DETAILS	
<input type="checkbox"/> NodePhone1	<i>Outbound calling only - no monthly rental charge.</i>
<input type="checkbox"/> NodePhone2-Starter	<i>Bothway calling with voicemail and \$10 included calls per month - \$5 rental per month.</i>
<input type="checkbox"/> NodePhone2-Value	<i>Bothway calling with voicemail and \$20 included calls per month - \$10 rental per month.</i>
<input type="checkbox"/> NodePhone2-Premium	<i>Bothway calling with voicemail and \$40 included calls per month - \$20 rental per month.</i>
<input type="checkbox"/> NodePhone2-Special	<i>Naked ADSL customers only –</i> <i>Bothway calling with voicemail and \$10 included calls per month – no monthly rental.</i>
3. NODEPHONE® MULTILINE (OPTIONAL)	
<i>Each NodePhone® service includes the capacity for two concurrent calls. NodePhone® MultiLine is an option which increases the number of concurrent calls supported. Typically, this option would be used by a business customer in conjunction with an IP PBX. Each additional channel is \$10 rental per month.</i>	
<input type="checkbox"/> NodePhone-MultiLine	Number of Additional Channels Required: _____
<i>Please note that NodePhone® MultiLine is available on:</i>	
<ul style="list-style-type: none"> ■ all NodePhone1 services; and ■ NodePhone2 services that have phone numbers in the geographical areas of Adelaide, Brisbane, Melbourne, Perth, Sydney and some surrounding areas. 	
<i>After your service has been provisioned, you can change you channel count online at any time via the NodePhone® Toolbox.</i>	
4. NODEPHONE® SERVICE ADDRESS	
<i>Please detail the primary address of this NodePhone® service – the premises where the service will ordinarily be used. This information is required for emergency services use only.</i>	
Street Address: _____	
Suburb / Town: _____	State: _____
	Postcode: _____
5. NODEPHONE® NUMBER	
<i>Please select a geographic area for the allocation of your NodePhone® number:</i>	
<input type="checkbox"/> Adelaide* <input type="checkbox"/> Brisbane* <input type="checkbox"/> Canberra <input type="checkbox"/> Darwin <input type="checkbox"/> Hobart <input type="checkbox"/> Melbourne* <input type="checkbox"/> Perth* <input type="checkbox"/> Sydney*	
<i>Refer to the notes in Section 3 if you require a MultiLine service (available as indicated by *).</i>	
<input type="checkbox"/> Regional (please specify):	_____
<i>Refer to our web site for information on the available options for NodePhone® regional numbering.</i>	
6. INTERNODE USERNAME DETAILS	
<i>As part of your NodePhone® service, you'll receive an Internode username with associated email and dialup account, if you do not already have one. Usage of this dialup account is charged at \$1 per hour Australia-wide. Please specify the required username (and hence email address) for this NodePhone® account here.</i>	
Username for mailbox: _____ @internode.on.net	
- second choice: _____ @internode.on.net	
<i>Your username must consist of lowercase letters, numbers, underscores (_) and periods (.) only. It must begin with a letter, and be between 3 and 16 characters in length.</i>	



Order Form: NodePhone®

Additional Notes

When you apply for an Internode NodePhone® Service, you should be aware of certain obligations and conditions once the order form is received by Internode.

Firstly, please be aware that when you sign the application form you are signing to say that you accept and agree to be bound by the Internode Standard Form of Agreement and the Internode NodePhone® Service Schedule documents (available at www.internode.on.net/sfoa).

Please call us if you would like any help interpreting these documents.

Customer Details

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service and to administer your account with us.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth and (if applicable) Driver's License Number.

Customer Service Guarantee Waiver

NodePhone® is a low cost service, and is only offered to customers who agree to waive all protections and rights under the normal Customer Service Guarantee for telephony services. By signing the NodePhone® application form you are stating that you agree to waive all protections and rights under the Customer Service Guarantee with respect to the provision of the NodePhone® Service by Internode. More information about NodePhone® and the Customer Service Guarantee Waiver is available in the NodePhone® Service Schedule, available on our website.

Billing Information

- Tax invoices and other notifications will be sent to the email address that you have specified in the Customer Details section of this form. Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$1.50 surcharge per invoice.
- Please note that the first monthly service charge, plus the establishment charge, must be paid in full before Internode can activate the service.
- Full details on our payment options are available at www.internode.on.net/payments.
- Credit card surcharge: Payments via Visa or Mastercard incur a \$0.99 surcharge per transaction; and payments using American Express or Diners Card incur a surcharge of 2.5% of the transaction value.
- There are no surcharges for BPay, Direct Debit, Direct Credit, Cheque, Money Order, Cash or EFTPOS.

Fair Use Policy

This is Internode's Fair Use Policy for customers using dial-up Services. This Policy forms part of Internode's Standard Form of Agreement. Dial-up Services are intended for personal or business purposes in an interactive manner, and therefore are not to be used as a permanent Internet link. In using these services:

- You agree that you will not operate servers or software that will disable the idle timer.
- You agree not to repeatedly re-dial immediately when you reach your session limit and are disconnected.
- You agree not to deliberately attempt to violate the technical limits noted for a service.
- You agree not to re-sell or re-supply bandwidth to other parties from this service.
- You acknowledge that any single or repeated breach of this Fair Use Policy may result in termination of your Service under Internode's Standard Form of Agreement.

Hardware

- A NodePhone® service requires Voice-over-IP hardware at your premises to function. Internode sells and supports a range of Billion VoIP routers and Siemens Gigaset VoIP DECT systems, fully tested and configured for use with NodePhone®.
- If you have ordered hardware, please ensure that you have provided a suitable daytime delivery address, as the courier will require a signature upon delivery. If there is no-one available to sign for the delivery, a card will be left and the parcel redirected to the nearest collection depot; and an additional \$15 delivery charge will be applied. We therefore recommend delivery to a work address, if this is more convenient (please document below if required):

Business Hours Equipment Delivery Address (if different to address specified on page one of this form):

Attention: | _____ |

Address: | _____ |

Suburb: | _____ | State: | ____ | Postcode: | _____ |

Information is current as of 30/03/2009 and is subject to change without notice. All prices quoted include GST.