

### Introduction

Internode's NodePhone® provides you with a reliable, feature-rich and high quality IP telephone service, at a fraction of the price of traditional telephony services.

- Please note you can also use our online signup for NodePhone®, available at [www.internode.com.au/nodephone](http://www.internode.com.au/nodephone).
- To port an existing phone number to NodePhone® do not use this form. Use the 'Naked ADSL2+ Application Form' or the 'Simple Number Porting' application form. Refer to [www.internode.com.au/nodephone/number\\_porting](http://www.internode.com.au/nodephone/number_porting).

NodePhone® can be accessed via any broadband Internet service of 512/128 kbps or greater. An Internode broadband service is recommended for optimum quality.

All pricing quoted in this document includes GST. Complete service descriptions are available online at [www.internode.com.au/nodephone](http://www.internode.com.au/nodephone).

**Submit your completed and signed form to Internode by:**

**Post:** PO Box 284 Rundle Mall Adelaide SA 5000

**Email:** [sales@internode.com.au](mailto:sales@internode.com.au)

**Fax:** 1300 848 699

### Account Details

#### 1. Customer Details

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided.

\* Required fields

Applicant (individual or company name)\*

For businesses, trading name (if applicable)\*

Internode client ID (if existing)

Your client ID starts with a letter

ABN (for businesses)\*

ABN only mandatory for businesses

Date of birth (for individuals)\*

Date of birth only mandatory for individuals

Contact name\*

Email address\*

Postal address\*

Suburb/town\*

State\*

Postcode\*

Telephone (business hours)\*

Mobile

Fax

Sales Rep

Promo Code

## 2. Billing Options

Automatically charge my credit card monthly in advance

Additional fees apply for payment by credit card.  
Please read the Additional Notes for more information.

Invoice me monthly in advance

Credit card type

Other

Card number

CVN/CVV

This is the last 3 digits of the number on the signature panel on the back of your card. For AMEX, it is 4 digits on the front.

Name on card

Expiry

Please specify your email address for your tax invoice, notifications and other correspondence

## Service Details

### 3. Services and Hardware Required

No hardware – NodePhone® account only

NodePhone® account with hardware

Hardware

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.

#### 3.1. Hardware Delivery

Delivery required (\$15 freight charge applies)

I will pick up my hardware from the Adelaide Office

Business hours equipment delivery address

We'll need a suitable business hours delivery address, as the courier will require a signature upon delivery. Please enter an alternative address below, if required. 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 may be applied. We therefore recommend delivery to a work address.

## 4. NodePhone® Service Details

Plan Name	Features	Included Calls	Monthly Rental
NodePhone2-Starter	All plans feature both way calling with Voicemail	\$10 per month	\$5
NodePhone2-Value		\$20 per month	\$10
NodePhone2-Premium		\$40 per month	\$20

Call charges may change over time. Information about Internode's current call rates is available on our website. Call charges will first be deducted from any monthly call credit. All additional calls will be charged on your monthly invoice.

## 5. NodePhone® MultiLine (Optional)

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.

NodePhone® MultiLine

Number of additional channels required

Please note that NodePhone® MultiLine is available on:

- NodePhone2 services that have phone numbers in the within the call zones of Brisbane, Melbourne, Perth, Sydney. Coverage is also available for all of South Australia, Tasmania and Australian Capital Territory.

After your service has been provisioned, you can change you channel count online at any time via the NodePhone® Toolbox.

## 6. NodePhone® Service Address

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.

Street address

Suburb/town

State

Postcode

## 7. NodePhone® Number

Please select a geographic area for the allocation of your NodePhone® number

Adelaide

Brisbane

Canberra

Darwin

Hobart

Melbourne

Perth

Sydney

Regional (please specify)

Refer to our website for information on the available options for NodePhone® regional numbering.

## 8. Internode Username Details

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.

Username for toolbox

@internode.on.net

Second choice

@internode.on.net

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.

## 9. Customer Authorisation

You agree to the Internode Standard Form of Agreement (available online at [www.internode.com.au/sfoa](http://www.internode.com.au/sfoa)), the Internode NodePhone® Service Schedule and the product specific details contained in this document including the Additional Notes.

In accepting this Agreement with Internode you acknowledge that you waive in whole your Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 in relation to NodePhone®. Further details about this waiver are in the Additional Notes of this document and in the Internode NodePhone® Service Schedule.

You confirm that you are 18 years of age or older. If the applicant is a company then the person signing this document warrants that he/she is authorised to execute this agreement on behalf of the company.

Signature

X

Date

[Print form](#)

## 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.com.au/sfoa](http://www.internode.com.au/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

The Customer Service Guarantee ("CSG") can be found on the Australian Communications and Media Authority website ([www.acma.gov.au](http://www.acma.gov.au)).

Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2) allows Internode to propose that you waive the protections and rights provided under the CSG.

We are offering significantly lower call costs for the NodePhone® Service, but we are only able to do so on the basis that we are not required to meet the CSG.

By agreeing to this waiver you agree to waive your protections and rights under the CSG. So that Internode may continue to offer lower costs, we require all of our customers to waive their rights under, and in respect of the CSG.

The protections you are waiving are:

#### The provision of written information

Provision of written information to each customer, at least every two years about:

- the performance standards that apply to supply of specified services;
- the obligations of the service provider under those standards;
- the customer's entitlements to damages under the Act for contravention of the performance standards; and
- on request, the provision of information about a performance standard.

#### Guaranteed maximum connection periods

- The prescribed maximum timeframes within which connection to services should occur.
- Guaranteed maximum rectification periods
- The prescribed maximum timeframes within which rectification of service faults should occur.

#### Making and changing appointments

- The requirement to make appointments with customers at times that are convenient for the customer that are either for a particular time of the day or nominate a five hour period during which the appointment will occur; and
- changing appointments by giving at least 24 hours notice by obtaining the agreement of the customer to the change.

This waiver will take effect seven days from the date of you agreeing to it, unless you notify Internode that you no longer wish to waive your rights under the CSG. If you do so notify Internode, we reserve the right not to provide the service to you.

By agreeing to waive your protection and rights afforded by the CSG you will not be able to claim compensation from us for any failure by us to meet the prescribed performance standards.

### 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.com.au/payments](http://www.internode.com.au/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.
- Information is current as of 27 January 2012 and is subject to change without notice. All prices quoted include GST.