

Information About The Service

Internode's Dialup Internet services provide local call access everywhere in Australia, and support both traditional analogue modems as well as digital ISDN connections. Dialup services include a range of useful features, and these are documented on our website.

Required Services & Availability

To connect to dialup you'll need a basic telephone service. You can use a suitable telephone service from another provider and pay the standard pricing, or you can use a NodeLine Home Phone service (from \$29.95 per month).

You will require dialup modem to connect (either an external modem, or some computers come with an internal modem).

Minimum Term

No monthly terms apply to Internode dialup services.

Information About Pricing

Monthly Charges

Internode offers two Home Dialup plans, with pricing detailed below:

| Plan Name | Included Hours | Minimum Monthly Charge | Excess hours charge | Total Minimum Cost (No Contract) |
|------------------|----------------|------------------------|---------------------|----------------------------------|
| Home-Dial-Casual | 10/mth | \$10.00 | \$1.00/hr | \$40.00 |
| Home-Dial-UL | 744*/mth | \$24.95 | Not applicable* | \$54.95 |

*The UL plan includes an allowance of 744 'channel hours' access per month – equivalent to a single channel, 24x7.

If you exceed this, then \$1/hour excess usage charges apply.

- The Total Minimum Cost on the Casual plan is the standard monthly charge of \$10 + the \$30 once off establishment fee.
- The Total Minimum Cost on the UL plan is the standard monthly charge of \$24.95 + the \$30 once off establishment fee.

Setup & Contracts

Dialup connections are not held to any contract term. An establishment fee of \$30 applies for new connections.

Session Limits

Internode Home Dialup plans have an 8 hour session limit, and a 1 hour idle timer. Please refer to the Business Dial plans for services with a permanent link.

Other Information

Customer Service Contact Details

Contact Internode Customer Service by calling **1300 788 233**; or online at www.internode.on.net/contact/support.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.internode.on.net/complaints.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation by calling **1800 062 058** or visiting www.tio.com.au/making-a-complaint.