

# Critical Information Summary:

## FTTB Phone

### About the Service

FTTB Phone is a phone service which allows you to make cheap calls using your TurboFibre broadband internet service, instead of your traditional phone line. FTTB Phone is supplied as VoIP (Voice over Internet Protocol) to a compatible voice port (an RJ11 port on your Internode-supplied modem).

### Included Features

All FTTB Phone services include the below great features:

- No set up fees
- 3 Way Calling
- Call Barring
- Call Waiting
- Calling Line ID Blocking
- Call Forwarding

### Minimum Term

No minimum term applies for FTTB Phone, but there may be one for your TurboFibre broadband plan.

### Early Cancellation or Withdrawal Fees

- FTTB Phone plans have no cancellation or withdrawal fees.
- Cancellation or withdrawal fees may apply for your paired TurboFibre broadband plan.
- Cancellation of your paired TurboFibre broadband plan will result in cancellation of your FTTB Phone service.

### Monthly Charges

No monthly rental is charged with FTTB Phone as it is included with your TurboFibre plan. Calls charges are detailed below.

### Call Charges

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 charged per 30 second block. A standard national mobile call incurs a per minute rate of \$0.29. A 2 minute standard national mobile call will cost \$0.58.

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

- Some TurboFibre broadband plans have included calls. Calls that are not included are charged at the above rates.
- No flagfall charges. Acceptable Use Policy applies: [www.internode.on.net/pdf/legal/cra/customer-relationship-agreement-acceptable-use-policy.pdf](http://www.internode.on.net/pdf/legal/cra/customer-relationship-agreement-acceptable-use-policy.pdf)
- 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. For more information visit [www.internode.on.net/fttb](http://www.internode.on.net/fttb)

### Call Packs

You can access great call value by adding either our Value or Premium Call Pack to your TurboFibre plan;

Call Pack	Monthly Charge	Included Calls
Value Call Pack	\$10	Standard calls to local, national, Australian mobiles & 100 international minutes.
Premium Call Pack	\$20	Standard calls to local, national, Australian mobiles & to our top 15 international countries.

- 100 international minutes include the first 100 minutes to standard landlines and mobiles in international destinations. Standard international rates apply thereafter. Unused minutes expire at the end of each month.
- International Top 15 include calls to standard landlines and mobiles in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom and United States. Standard international rates apply to calls to other countries.

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

Information is current as of 24/03/2021, is subject to change without notice and all prices quoted include GST

### Availability

- FTTB Phone is only available with an Internode TurboFibre FTTB service.
- TurboFibre FTTB is available in select buildings serviced by the Internode FTTB Network. Use our coverage checker [www.internode.on.net](http://www.internode.on.net) to check TurboFibre FTTB availability at your address.
- FTTB Phone is not sold as a standalone service.

### Required Equipment

- FTTB Phone requires an internet connection to work. This means you will not be able to make calls (including to 000) if your broadband connection isn't working or the power fails.
- You need to use the Internode-supplied modem to use your FTTB Phone service.
- You will also need a standard phone handset (approved for use in Australia) to use your included FTTB Phone service.

### Customer Service Guarantee

FTTB Phone is offered on the basis that you waive the Customer Service Guarantee.

### Monitoring Your Usage

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

### 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.

<p><b>Internode Customer Service</b></p> <p>Support <b>P: 1300 788 233</b> Online at: <a href="http://www.internode.on.net/contact/support">www.internode.on.net/contact/support</a></p> <p>Sales <b>P: 13 66 33</b> Online at: <a href="http://www.internode.on.net/contact/sales/">www.internode.on.net/contact/sales/</a></p>	<p><b>Complaints Handling</b></p> <p>If you are dissatisfied with Internode, please contact us first, through our escalation process so we can try and resolve your complaint.</p> <p><a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a></p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b></p> <p>If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.</p> <p>TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p>
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