Critical Information Summary:

NBN Phone

About the Service
NBN Phone is a Voice over IP (VoIP) service which allows you to make great value calls through your NBN broadband internet service, instead of your traditional phone line.

Included Features
All NBN 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 NBN Phone, but there may be one for your NBN broadband plan.

Early Cancellation Fees
NBN Phone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired NBN plan. Cancellation of your paired NBN plan will result in cancellation of your NBN Phone service.

Monthly Charges
No monthly rental is charged with NBN Phone as it is included with your NBN plan. Calls charges are detailed below.

Availability
NBN Phone is only available with an Internode NBN (FTTP, FTTB, FTTN, FTTC or HFC) plan. NBN Phone is not sold as a standalone service. You will find information about the different NBN plans and check if they are available at your address at: https://www.internode.on.net/nbn/

Requirements
You will require the Supplied Broadband Equipment which may attract an additional cost and a standard phone handset (approved for use in Australia) to use the NBN Phone service. The NBN Phone service is not available separately.

CSG Waiver
A waiver of the Customer Service Guarantee is required for NBN Phone.

Call Charges
Some of our NBN plans offer included standard calls to local, national and mobile numbers in Australia. Please see the Critical Information Summary of those plans to see what comes included. Rates for Pay As You Go calls are as follows:

<table>
<thead>
<tr>
<th>Local Calls</th>
<th>Standard National Calls</th>
<th>Calls to Australian Mobile*</th>
<th>International**</th>
<th>1300 &amp; 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>18c /call untimed</td>
<td>18c/call untimed</td>
<td>29c/min</td>
<td>From 5c/min</td>
<td>27.5c/call untimed</td>
</tr>
</tbody>
</table>

*Calls to Australian Mobile are charged per 30 second block
**International rates vary by destination, see: https://www.internode.on.net/nbn/#callrates. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

- No flagfall charges. An Acceptable Use Policy applies which can be found here: https://www.internode.on.net/about/legal/cra/.
- 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.

Further information: www.internode.on.net/nbnphone
Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST
Call Packs
Great value call packs are available at an additional monthly fee for those who like to talk a lot. An Acceptable Use Policy applies which can be found here: https://www.internode.on.net/about/legal/cra/.

<table>
<thead>
<tr>
<th>Call Value Pack</th>
<th>Monthly Pack Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>All your calls to local, standard national and Australian mobiles (excludes calls to 13/1300 numbers and other special services)</td>
<td>$10</td>
</tr>
<tr>
<td>All your calls to landlines in our top 20 international destinations <a href="https://www.internode.on.net/nbnphone/#callrates">https://www.internode.on.net/nbnphone/#callrates</a></td>
<td>$10</td>
</tr>
</tbody>
</table>

Usage Information
Customers can obtain information on their usage at https://secure.internode.on.net/myinternode

Customer Service Contact Details
You can contact Internode for Technical Support via 1300 788 233 or online at: http://www.internode.on.net/contact/support

Complaints Handling
If you are dissatisfied with Internode, please follow the escalation process so we can try and resolve your complaint.

Telecommunications Industry Ombudsman (TIO)
If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for independent mediation.

TIO
P: 1800 062 058