

Critical Information Summary:

NBN Phone

Information About The Service

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

Requirements & 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/>

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.

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

Minimum Term

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

Included Features

All NBN Phone services include a range of great features listed in the table below.

3 Way Calling	Call Barring	Call Forwarding
Call Waiting	Calling Line ID Blocking	

Information About Pricing

Monthly Charges

No monthly rental is charged with NBN Phone as it is included with your NBN plan.

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:

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 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

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/>.

Call Value Pack	Monthly Pack Price
All your calls to local, standard national and Australian mobiles (excludes calls to 13/1300 numbers and other special services)	\$10
All your calls to landlines in our top 20 international destinations https://www.internode.on.net/nbnphone/#callrates	\$10

Setup Fee

No setup fees are charged with NBN Phone services.

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.

Other Information

Usage Information

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

Customer Service Contact Details

You can contact Internode customer service for Technical Support via **1300 788 233** or via <https://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 here: <https://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 TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting <https://www.tio.com.au/making-a-complaint>.