

# 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

### 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:

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](http://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 <a href="https://www.internode.on.net/nbnphone/#callrates">https://www.internode.on.net/nbnphone/#callrates</a>	\$10

## Usage Information

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

<p><b>Customer Service Contact Details</b> You can contact Internode for Technical Support via <b>1300 788 233</b> or online at: <a href="http://www.internode.on.net/contact/support">http://www.internode.on.net/contact/support</a></p>	<p><b>Complaints Handling</b> If you are dissatisfied with Internode, please follow the <a href="#">escalation process</a> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for independent mediation.</p> <p>TIO P: <b>1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a></p>
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