Critical Information Summary:
NodeLine

About the Service
Internode NodeLine is a traditional 'landline' telephone service, available in most locations across Australia. It uses the Telstra Wholesale analog telephone service access network. Bundle your broadband and phone with Internode and enjoy the simplicity of one supplier and one bill. Enjoy the broadband bundling discount on many of our popular ADSL plans.

Minimum Term
A minimum term of three months applies to NodeLine services.

Early Cancellation Fees
An early cancellation charge of $99 during this initial three month period.

Plans

Plan Name	Monthly Charge	Maximum Monthly Charge	Total Min. Cost
NodeLine Home Value	$29.95	$29.95 + call costs + call packs + any selected optional features	$89.85
NodeLine Business Value	$34.95	$34.95 + call costs + call packs + any selected optional features	$104.85

- The Total Minimum Cost represents three months of NodeLine service rental
- Call charges, call packs, and optional features are additional and setup fees may apply

Call Rates

Call or Message Type	Description	Call Costs
Local Calls	Calls to standard fixed line telephone services in your local area	$0.18 untimed
Standard National Calls	Calls to standard fixed telephone services in Australia	$0.44 flagfall + $0.15 per minute
Calls to Australian Mobiles	Calls to standard mobile telephone services in Australia	$0.44 flagfall + $0.29 per minute
International	Calls to phone services outside of Australia	$0.44 flagfall + from $0.15 per minute
13 & 1300	Calls to 1300 or 13 numbers within Australia	$0.35 untimed

- Timed charges for Standard National Calls, Calls to Australian Mobiles, and International calls are assessed on a per second basis, with a minimum assessed duration of one minute.
- The International rates vary depending on the country/destination you are calling, and these are listed (along with the charges for other call types) on our website **www.internode.on.net/nodeline/call_rates**

Call Packs

Call Pack	Monthly Cost
Local, Standard National, and Australian Mobile Call Pack Includes all your calls to local, standard national, and Australian mobile numbers (excludes calls to 13/1300 numbers and other special services)	$20.00
International Call Pack Includes all your calls to landlines in our top 20 international destinations	$10.00

Optional Features

Feature	Description	Monthly Cost
Voicemail	A virtual answering machine with remote access and no usage charges	$6
Silent Number	No name, number, or address in Directory listing.	$0
Suppressed Address	Directory listing with only name and number.	$4
Incoming Caller ID	See the phone number of incoming calls whenever they are sending their Caller ID	$6

Further information: www.internode.on.net/nodeline

- NodeLine also includes a number of useful features with no monthly charge (some features have a usage charge). This includes Call Forward; Call Back Busy; Call Return; Call Waiting; Three Way Chat and Outgoing Caller ID.
- On NodeLine Business, the 'silent number' option is replaced with your choice of a basic listing in the business telephone directory at no additional charge.
- 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.
- We do not provide support for teletypewriter equipment, and calls to 19/1900 Premium Rate services are not available.

Setup Charges

Feature	First Service	Additional Services
Transfer an existing phone service Most existing phone services can be transferred to NodeLine as a simple churn. There is currently no charge to churn to NodeLine.	$0	$0
Line Activation For premises that already have a physical inactive phone line with dial tone - excludes brand new houses and apartments. This normally takes 2-4 working days	$59	$59
Telephone line connection with technician visit For premises with a socket and line, but no dial tone. Normally takes 5-7 working days. Cost may vary depending on whether a physical connection is also required.	$99	$75.50
New line installation For new homes, homes with no history of phone activity, or pre-existing homes that need additional lines.	$99	$179

- Additional charges apply for cabling beyond the first socket or main distribution frame, trenching, or complex installations. Further details are available at **www.internode.on.net/nodeline/transfer**.

Requirements

You will require a standard telephone handset (approved for use in Australia) to use NodeLine.

Usage Information

Customers can obtain information on their usage via **www.internode.on.net/myinternode**

Customer Service Contact Details	**Complaints Handling**	**Telecommunications Industry Ombudsman (TIO)**
You can contact Internode for Technical Support via **1300 304 718** or online at: http://www.internode.on.net/contact/support	If you are dissatisfied with Internode, please follow the escalation process here: **www.internode.on.net/complaints** so we can try and resolve your complaint.	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** http://www.tio.com.au/making-a-complaint

Further information: www.internode.on.net/nodeline

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST   Page **2** of **2**