

Information 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.

Requirements & Availability

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

Minimum Term

A minimum term of three months applies to NodeLine services, with an early cancellation charge of \$99 during this initial three month period.

Information About Pricing

Monthly Charges

There are two NodeLine plans, each with a standard monthly price which does not include call or feature costs.

Plan Name	Minimum Monthly Charge	Maximum Monthly Charge	Total Minimum 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 Charges

Call Type	Description	Call Cost
Local Calls	Calls to standard fixed line telephone services in your local area	\$0.18 untimed
Standard National Calls	Calls to standard fixed line telephone services in Australia (numbers with area code 02, 03, 07, or 08)	\$0.44 flagfall + \$0.15 per minute
Calls to Australian Mobiles	Calls to standard mobile phone services in Australia (numbers starting with 04)	\$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, including special services) on our website at www.internode.on.net/nodeline/call_rates.

Call Packs

Call Packs add extra included value for an additional monthly fee. Acceptable Usage Policy applies to all included calls. See www.internode.on.net/callpacks for more info.

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 (deposit or retrieval) 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

- 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 & Cancellation Charges

	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.

A minimum three month contract term applies to NodeLine, with an early cancellation charge of \$99 during the initial three month period. The early cancellation charge is waived if you convert the NodeLine service to an Internode Naked ADSL service.

Other Information

Usage Information

Customers can obtain information on their NodeLine usage at www.internode.on.net/myinternode.

Customer Service Contact Details

Contact Internode Customer Service by calling **1300 788 233**; or online at 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 outlined at 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 Telecommunications Industry Ombudsman (TIO) for independent mediation by calling **1800 062 058** or visiting www.tio.com.au/making-a-complaint.