

## Critical Information Summary:

### NodeMobile Business

#### About the Service

NodeMobile is a post-paid 'SIM-only' mobile phone service that supports 4G technology. You'll need to bring your own mobile phone handset.

#### What's Included

**Monthly included Standard Call and Message Value can be used within Australia for:** Voice calls to: Australian Local and Standard National Numbers (02, 03, 07, 08), Mobiles (04), and 13, 1300, and 1800 services. Voice calls to Overseas fixed-lines and mobiles (Starter and Value plans only). Calls to retrieve messages from the included voicemail service. SMS messages to Australian (all plans) and Overseas (Starter and Value plans only) mobiles. MMS messages (Starter and Value plans only) to Australian and Overseas mobiles. Video calls to Australian mobiles. Call diversion to standard Australian numbers (02, 03, 04, 07, 08). Unused value expires at the end of the monthly period.

**Monthly included International Call Value (Premium and Platinum plans only) can be used within Australia for:** Standard international calls to fixed lines and mobiles. Unused value expires at the end of the monthly period.

#### What's not Included

**Monthly included Standard Call and Message Value cannot be used for:** International Voice Calls, including: Calls to fixed lines or mobiles (Standard, Premium & Platinum plans only), calls that switch/divert or reroute overseas, International Diversions, International Video Calls, and International Roaming (all plans). 124 YES (937), Content Packs (unless specified in promotions), Directory Assistance. Premium Calls/SMS/MMS, VoIP services and usage. 19XX services. SMS messages to Overseas mobiles (Standard, Premium & Platinum plans only). MMS to Australian and Overseas mobiles (Standard, Premium & Platinum plans only)

**Monthly included International Call Value (Premium and Platinum plans only) cannot be used for:** Calls that switch/divert or re-route overseas, International Roaming, International Video Calls, international SMS or MMS.

#### Minimum Term

A minimum term of one month applies to NodeMobile Business with a setup fee of \$10 including delivery within Australia.

#### Early Cancellation Fees

NodeMobile Business has no early cancellation charges

#### Plans

Plan Name	Standard Call and SMS Value	International Call Value	Monthly Included Data	Monthly Charge	Total Min. Charge (no lock-in contract)	Excess Data
<b>Starter Business</b>	\$550	NA	1GB	\$15.00	\$25	\$10/GB (or part thereof)
<b>Value Business</b>	\$550	NA	2GB	\$19.99	\$29.99	\$10/GB (or part thereof)
<b>Standard Business</b>	Included	NA	3GB	\$24.99	\$34.99	\$10/GB (or part thereof)
<b>Premium Business</b>	Included	\$100	4GB	\$29.99	\$39.99	\$10/GB (or part thereof)
<b>Platinum Business</b>	Included	\$300	9GB	\$37.99	\$47.99	\$10/GB (or part thereof)

- The Total Minimum Cost includes a \$10 SIM charge (includes delivery), plus one month of NodeMobile Business plan rental.

#### Call Rates

Call or Message Type	Rate
<b>Calls to standard Australian landlines</b>	\$0.90 per minute + \$0.35 flagfall
<b>Calls to National Mobile Calls</b>	\$0.90 per minute + \$0.35 flagfall
<b>Standard SMS to Australian mobiles</b>	\$0.25 per message

*Further information: [www.internode.on.net/business/phone\\_services/nodemobile](http://www.internode.on.net/business/phone_services/nodemobile)*

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

## Standardised Cost information

Type	Standardised Cost Information
A 2 minute Standard National Mobile Call	A 2 minute Standard National Mobile Call will cost \$2.15. If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 186 calls on the Starter Plan. On the Standard, Premium, and Platinum plans, all Standard National Mobile Calls are Included.
One Megabyte of Data within Australia	<p>Using one Megabyte of data within Australia will cost:</p> <ul style="list-style-type: none"> <li>• 1.5 cents on the Starter plan,</li> <li>• 1.0 cents on the Value plan,</li> <li>• 0.9 cent on the Standard plan,</li> <li>• 0.8 cent on the Premium plan,</li> <li>• 0.5 cent on the Platinum plan</li> </ul> <p>Data usage above the monthly plan inclusion will be charged at \$10 per gigabyte (GB) or part thereof.</p>

## Excess usage

- If you use more than the monthly included calls, texts, or data (or use services that are not included) you will incur charges above the minimum monthly charge.
- NodeMobile features spend management tools - including usage notifications, and sub-limits for transaction types.
- Internode reserves the right to restrict services once monthly billings are greater than \$500.
- Included data quota is counted as the total of downloads plus uploads, and does not cover international roaming.
- Excess data usage above your monthly inclusion will be automatically charged at \$10 per GB (or part thereof). If you exceed your monthly data by 10 GB, we may restrict your data use until the next billing period.
- Billing data is not received instantly by Internode after usage has occurred, and can be delayed by 2–3 days. This delay means that spend limits can be out of date by the time they are applied. You remain responsible for charges due to usage beyond the spend limit.

## International Roaming costs

Using your mobile phone overseas attracts significantly higher rates than standard NodeMobile charges:

- All call and data charges while roaming are excluded from your monthly included value amounts.
- Charges apply to all data sent and received, and also apply for both making and receiving calls when roaming overseas.

While roaming overseas, usage details may take days or weeks to reach Internode, meaning you may not receive timely usage warnings. Regardless, you are responsible for all charges made on your service when overseas. More information is available at [www.internode.on.net/business/phone\\_services/nodemobile/call\\_rates/international\\_roaming](http://www.internode.on.net/business/phone_services/nodemobile/call_rates/international_roaming)

## Usage Information

Customers can obtain information on their usage via [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode)

<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>	<b>Complaints Handling</b> If you are dissatisfied with Internode, please follow the escalation process here: <b><a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a></b> so we can try and resolve your complaint.	<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.  TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a>
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