

## Information 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.

### Minimum Term

A minimum term of one month applies to NodeMobile.

## Information About Pricing

There are four NodeMobile plans, as shown in the following table:

Plan Name	Monthly Inclusions			Minimum Monthly Charge	Total Minimum Cost	Excess Data
	Standard Call and Message Value	International Call Value	Included Data			
<b>NodeMobile Starter</b>	\$400	N/A	2 GB	\$19.99	\$29.99	\$10/GB (or part thereof)
<b>NodeMobile Value</b>	Included	N/A	2 GB	\$29.99	\$39.99	\$10/GB (or part thereof)
<b>NodeMobile Premium</b>	Included	\$300	7 GB	\$39.99	\$49.99	\$10/GB (or part thereof)
<b>NodeMobile Platinum</b>	Included	\$300	9 GB	\$49.99	\$59.99	\$10/GB (or part thereof)

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

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 This delay means that spend limits can be out of date by the time they are applied.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.

### Setup & Cancellation Charges

You will need a NodeMobile SIM to use the service.

- NodeMobile setup is \$10. This includes your NodeMobile SIM and delivery anywhere in Australia.
- You have the choice of a new phone number, or you can transfer your existing mobile phone number at no extra charge.

NodeMobile has no early cancellation charges.

### 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. Calls to retrieve messages from the included voicemail service. SMS and MMS messages 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, calls that switch/divert or re-route overseas, International Diversions, International Video Calls, and International Roaming. 124 YES (937), Content Packs (unless specified in promotions), Directory Assistance. Premium Calls/SMS/MMS, VoIP services and usage. 19XX services.

**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.

Some services are not available on all handsets. Please check your handset supplier or manufacturer's website for details.

## Call Rates

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

Detailed charges for calls, SMS, and MMS can be found at [www.internode.on.net/nodemobile/call\\_rates](http://www.internode.on.net/nodemobile/call_rates)

## Standardised Cost Information

This table shows the rate at which your monthly included value will be consumed, and the cost of additional usage outside of the monthly included value:

Type	Standardised Cost Information
A 2 minute Standard National Mobile Call	<p>A 2 minute Standard National Mobile Call will cost \$2.15.</p> <p>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.</p> <p>On the Value, Premium, and Platinum plans, all Standard National Mobile Calls are Included.</p>
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 cent on the Starter plan,</li> <li>• 1.5 cents on the Value plan,</li> <li>• 0.6 cent on the Premium plan,</li> <li>• 0.6 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>

## Other Information

### Call and Data Usage Information

NodeMobile customers can obtain information:

- On NodeMobile usage pricing at [www.internode.on.net/nodemobile](http://www.internode.on.net/nodemobile)
- On their NodeMobile usage at [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode)

### 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/nodemobile/call\\_rates/international\\_roaming](http://www.internode.on.net/nodemobile/call_rates/international_roaming)

### Fair Usage Policy

We've partnered with Optus to deliver the NodeMobile service and the Optus Fair Use Policy applies to your use of NodeMobile. The Optus Fair Use Policy can be found in the NodeMobile Voice Service Description at: [www.internode.on.net/about/legal](http://www.internode.on.net/about/legal)

### Customer Service Contact Details

Contact Internode Customer Service by calling **1300 304 718**; or online at [www.internode.on.net/contact/support](http://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](http://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](http://www.tio.com.au/making-a-complaint).