

## Information About the Service

NodePhone Business Trunks provide a business-grade SIP trunk voice solution, enabling the full benefits of VoIP in conjunction with your IP-PBX. NodePhone Business Trunks offer many customer configurable options including: business continuity settings, scalable concurrent calls, extension-level billing reports, prime number selection, and 100 number in-dial ranges.

### Requirements & Availability

You will require:

- A broadband Internet service speed of 512/128 kbps or greater. An Internode ADSL2+ service is recommended for the best quality.
- Certified inter-operability of your IP PBX or phone system with Broadsoft. For more information see: [www.internode.on.net/business/nodephone/business\\_trunks/](http://www.internode.on.net/business/nodephone/business_trunks/)

### Minimum Term

A minimum term of one month applies to NodePhone Business Trunk services.

## Information About Pricing

NodePhone Business Trunks require at least one 100 number in-dial range, a minimum of 2 channels, and a call plan.

### Call Plan Minimum Monthly Payments

Several NodePhone Business Trunk call plans are available and are listed in the following table. These prices do not include setup or monthly rental costs for channels or in-dial number ranges.

<i>Plan Name</i>	<i>Monthly Call Plan Rental</i>	<i>Included Monthly Call Credits</i>	<i>Total Minimum Cost</i>
<b>BusinessTrunks – Starter</b>	\$5	\$10	\$200.00
<b>BusinessTrunks – Value</b>	\$10	\$20	\$205.00
<b>BusinessTrunks – Premium</b>	\$20	\$40	\$215.00
<b>BusinessTrunks – 200</b>	\$100	\$200	\$295.00
<b>BusinessTrunks – 400</b>	\$200	\$400	\$395.00
<b>BusinessTrunks – 1000</b>	\$500	\$1,000	\$695.00

- The Total Minimum Cost represents one month of NodePhone Business Trunks plan rental, one month's channel rental (minimum of 2 channels), channel setup, one month's in-dial range rental, plus in-dial range setup. Prices for setup and monthly rental for in-dial number ranges and channels are listed below.
- Call charges beyond the included value are additional, and number porting fees may apply if transferring an existing number range to NodePhone Business Trunks.

### 100 Number in-dial ranges and Channel Costs

	<i>Setup</i>	<i>Monthly Rental</i>
<b>100 number in-dial range</b>	\$50 per range	\$25 per range
<b>Channels (minimum 2 required)</b>	\$50 per channel	\$10 per channel

## Call Charges

Call Type	Description	Call Cost
NodePhone	Calls to any NodePhone service	\$0.00 untimed
Standard National Calls	Calls to standard fixed line telephone services in Australia (numbers with area code 02, 03, 07, or 08)	\$0.18 untimed
Calls to Australian Mobiles	Calls to standard mobile phone services in Australia (numbers starting with 04)	\$0.29 per minute
International	Calls to phone services outside of Australia	\$0.15 flagfall + from \$0.05 per minute

- 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 at: [www.internode.on.net/business/nodephone](http://www.internode.on.net/business/nodephone)

### Porting an existing 100 number in-dial range to NodePhone Business Trunks

A \$480 charge applies to move an existing 100 number range to a Business Trunk service within standard porting hours. Further information on number porting: [www.internode.on.net/business/nodephone](http://www.internode.on.net/business/nodephone)

### Porting a 100 number in-dial range away from NodePhone Business Trunks

A \$200 administration fee applies - per attempt - to port a 100 number range from a Business Trunk service during standard porting hours. For further information on number porting: [www.internode.on.net/business/nodephone](http://www.internode.on.net/business/nodephone)

### Setup & Cancellation Charges

- There is a \$150 setup charge for a basic NodePhone Business Trunk service with a 100 number range and two call channels. This includes a \$50 setup charge for a 100 in-dial number range, and a \$50 setup charge for each channel.
- There is no early cancellation charge for a basic NodePhone Business Trunk service with a single 100 telephone number range allocated by Internode. Number porting charges may apply if transferring your number range away from NodePhone Business Trunks.

## Standardised Cost Information

A standard national mobile call incurs a per minute rate of \$0.29. Hence a 2 minute standard national mobile call will cost \$0.58. If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make the following number of calls per month within the monthly included value of your plan:

Business Trunks Plan	Starter	Value	Premium	100	200	400	1000
Number of calls	17	34	68	172	344	689	1,724

## Other Information

### Usage Information

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

### 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).