

## Information About the Service

NodePhone VoIP is a Voice over IP phone service, allowing you to make calls over the Internet. Features include:

- Caller ID Included - see the phone number of incoming calls at no extra charge.
- Advanced Voicemail - NodePhone VoIP includes a sophisticated voicemail system with no deposit or retrieval charges. You can even receive your voicemail messages as emails!
- Local Numbering - choose a local number from any of the more than 2,000 local calling zones across Australia.

### Required Service & Availability

You will require:

- A broadband Internet service speed of 512/128 kbps or greater. For the best quality, an Internode broadband service is recommended.
- VoIP-capable hardware. See our VoIP Hardware page [www.internode.on.net/nodephone/hardware](http://www.internode.on.net/nodephone/hardware)

### Minimum Term

A minimum term of one month applies to NodePhone services.

## Information About Pricing

### Monthly Charges

Several NodePhone VoIP plans are available and are listed in the following table.

Plan Name	Minimum Monthly Charge	Maximum Monthly Charge	Included Monthly Call Credits
<b>NodePhone Standard</b> (only available when bundled with current Easy Naked plans)	\$0	\$0 + call charges + any optional features	\$0
<b>NodePhone2 – Initial</b> (only available when bundled with current NBN broadband plans)	\$0	\$0 + call charges + any optional features	\$0
<b>NodePhone2 – Starter</b>	\$5	\$5 + call charges + any optional features	\$10
<b>NodePhone2 – Value</b>	\$10	\$10 + call charges + any optional features	\$20
<b>NodePhone2 – Premium</b>	\$20	\$20 + call charges + any optional features	\$40
<b>NodePhone2 – 100</b>	\$50	\$50 + call charges + any optional features	\$100
<b>NodePhone2 – 200</b>	\$100	\$100 + call charges + any optional features	\$200
<b>NodePhone2 – 400</b>	\$200	\$200 + call charges + any optional features	\$400
<b>NodePhone2 – 1000</b>	\$500	\$500 + call charges + any optional features	\$1,000
<b>NodePhone2 – 2000</b>	\$1,000	\$1,000 + call charges + any optional features	\$2,000

Call Charges beyond the included monthly call credits are additional. NodePhone Standard is only available when bundled with Easy Naked. The Critical Information Summary for Easy Naked is available separately at: [www.internode.on.net/pdf/legal/cis/cis-internode-easy-naked-business.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-easy-naked-business.pdf)  
NodePhone2-Initial is only available when bundled with NBN broadband. Critical Information Summaries for NBN are available separately at: [www.internode.on.net/cis](http://www.internode.on.net/cis)

### Call Charges

Call Type	Description	Call Cost
<b>Calls to other NodePhone VoIP services</b>	Calls to any NodePhone VoIP service	\$0.00 untimed
<b>Local and Standard National Calls</b>	Calls to standard fixed line telephone services in Australia (numbers with area code 02, 03, 07, or 08)	\$0.18 untimed
<b>Calls to Australian Mobiles</b>	Calls to standard mobile phone services in Australia (numbers starting with 04)	\$0.29 per minute
<b>International</b>	Calls to phone services outside of Australia	\$0.15 flag fall + from \$0.05 per minute
<b>13 &amp; 1300</b>	Calls to 1300 or 13 numbers within Australia	\$0.275 untimed

Further information: [www.internode.on.net/business/nodephone](http://www.internode.on.net/business/nodephone)

### Call Charges (continued)

- Timed charges for calls to Australian Mobiles and International phone services are assessed on a per-second basis, with a minimum assessed duration of one minute per call.
- All calls are charged based entirely on the destination of the call, not the source of the call.
- 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/business/nodephone](http://www.internode.on.net/business/nodephone)
- 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.

### Porting existing phone numbers to NodePhone VoIP

In most cases, you can port an existing telephone number to NodePhone VoIP. Further information about number porting is available at: [www.internode.on.net/business/nodephone](http://www.internode.on.net/business/nodephone)

### Porting a Number from NodePhone VoIP

A \$50 administration fee applies to port out a NodePhone VoIP number, unless your new provider requests us to use a Business Number Port-Out. In which case the Business Number Port fees apply. You will need to check with your new provider which method they are using, as this is outside of our control.

### Setup and Early Cancellation Charges

- Setup Charge: There is no setup charge for basic NodePhone VoIP services with a single new telephone number.
- Early Cancellation Charge: Your only commitment is the 'one month rolling contract' that is inherent in paying one month's rental in advance on your service, plus any outstanding call charges.

## Standardised Cost Information

A standard national mobile call incurs a per minute (or part thereof) rate of \$0.29. 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:

NodePhone Plan	Standard	Starter	Value	Premium	100	200	400	1000	2000
Number of calls	0	17	34	68	172	344	689	1,724	3,448

## Other Information

### Usage Information

Customers can obtain information on their NodePhone VoIP 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).