

# Critical Information Summary:

## NodePhone® VoIP

### About the Service

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

In most cases you can port (transfer) an existing telephone number to NodePhone. For more information on porting see

[www.internode.on.net/residential/nodephone](http://www.internode.on.net/residential/nodephone)

### Minimum Term

A minimum term of one month applies with \$0 setup fee.

### Early Cancellation Fees

There are no early cancellation fees for NodePhone VoIP.

### Plans

#### Monthly Charges

Plan Name	Minimum Monthly Charge	Maximum Monthly Charge
NodePhone	\$0	\$0 + call charges + any optional features

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total Minimum Cost will depend on the broadband bundle and contract term.

#### Call Charges

Call Type	Description	Call Cost
Calls to other NodePhone VoIP services	Calls to any NodePhone VoIP service	\$0 untimed
Local and 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/min#
International	Calls to phone services outside of Australia	From \$0.05/min#^ + \$0.15 flag fall
13 & 1300	Calls to 1300 or 13 numbers within Australia	\$0.275 untimed

- # Calls are charged per second. Minimum assessed duration of one minute per call.
- ^ International rates vary by destination and are available (along with the charges for other call types, including special services) at [www.internode.on.net/residential/nodephone](http://www.internode.on.net/residential/nodephone)
- We do not provide support for teletypewriter equipment, and calls to 19/1900 Premium Rate services are not available.

### Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable Use Policy applies. For more information visit [www.internode.on.net/residential/nodephone](http://www.internode.on.net/residential/nodephone).

Call Value Pack	Monthly Pack Price
All your calls to standard Australian landlines	\$10
All your calls to landlines in our top 20 international destinations	\$10

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

Information is current as of 14/10/2020, is subject to change without notice and all prices quoted include GST

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## Availability

- A broadband Internet service speed of 512/128kbps or greater. For the best quality, an Internode broadband service is recommended.
- To purchase NodePhone you must sign up to a new Fibre Estates broadband plan or be an existing eligible Internode customer. Ineligible customers are unable to sign up to NodePhone. You can call us on 13 66 33 to determine eligibility.

## Required Equipment

To use a NodePhone service with your broadband service you need a standard phone handset (approved for use in Australia) and a VoIP compatible modem. See our VoIP Hardware page [www.internode.on.net/nodephone/hardware](http://www.internode.on.net/nodephone/hardware)

## CSG Waiver

This service is provided on the basis that you agree to waive the Customer Service Guarantee (CSG).

## Priority Assistance

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.

## 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 PortOut. 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.

## 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
Number of calls	0	17	34	68

## Usage Information

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

<p><b>Internode Customer Service</b></p> <p>Support  <b>P: 1300 304 718</b>            Online at:  <b><a href="http://www.internode.on.net/contact/support">www.internode.on.net/contact/support</a></b></p> <p>Sales  <b>P: 13 66 33</b>            Online at:  <b><a href="http://www.internode.on.net/contact/sales/">www.internode.on.net/contact/sales/</a></b></p>	<p><b>Complaints Handling</b></p> <p>If you are dissatisfied with Internode, please contact us first, though our escalation process at:  <b><a href="http://www.internode.on.net/complaints">www.internode.on.net/complaints</a></b> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b></p> <p>If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.</p> <p>TIO  <b>P: 1800 062 058</b>  <b><a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></b></p>
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*Further information: [www.internode.on.net/residential/nodephone](http://www.internode.on.net/residential/nodephone)*

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