

Our Customer Relationship Agreement

NODELINE BIZ SERVICE DESCRIPTION

Internode Pty Ltd ABN 82 052 008 581

Phone: 13 66 33

1/502 Hay Street, Subiaco WA 6008

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Rules of interpretation and capitalised terms used in this Service Description are defined in the General Terms of our CRA or our Master Services Agreement (as applicable), or in the body of this Service Description.

1. ABOUT THE NODELINE BIZ SERVICE DESCRIPTION

- 1.1 Use of Internode's NodeLine Biz Services (Service) is subject to our CRA or Master Services Agreement (as applicable), the NodeLine Service Description and this Service Description.
- 1.2 This Service Description overrides our CRA or Master Services Agreement (as applicable) and the NodeLine Service Description to the extent of any inconsistency.

2. DEFINITIONS

"Charges" means the setup, monthly rental, call, or VAS charges for the Service as listed either in this Service Description, our CRA or our Master Services Agreement, or on the Website from time to time (charges listed on the Website will apply in the event of inconsistency).

"VAS" means the optional extra services for fees (eg. voicemail, or silent directory listing) or otherwise which can be provided with the Service at your request (including those listed in this schedule or on-line from time to time on the Website).

"Website" means Internode's NodeLine Biz web page:
<http://www.internode.on.net/bizbundles/nodeline biz/>

"We", "Our", "Us" or "Internode" means Internode Pty Ltd ABN 82 052 008 581 trading as Internode of 150 Grenfell Street, Adelaide, South Australia 5000.

3. THE NODELINE BIZ SERVICE

- 3.1 The Service provides a traditional landline telephony service suitable for small business applications as described on our Website.
- 3.2 The Service is subject to the same terms and conditions as NodeLine services, however different Charges apply (as noted on the Website) and the Service is subject to the additional terms and conditions set out in this Service Description.

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- 3.3 The Service is only available:
- (a) to approved customers with a valid ABN or ACN; and
 - (b) as part of a bundle with one of Internode's ADSL2+ Biz services (Easy Broadband Biz or Easy Reach Biz on the same customer account).
- 3.4 If you cancel your Internode ADSL 2+ Biz service, the Service will automatically convert to a NodeLine Business Value service, which is subject to different charges and rates as detailed on the Website.
- 3.5 The Service is provided on a monthly contract with no Break Fees. If you also receive an ADSL service from Internode this may be subject to a separate fixed term contract.
- 3.6 The Service will allow you to access standard telephony services including:
- (a) local calls and domestic long-distance calls (to anywhere in Australia outside your local call charging zone) which are included with your monthly access fee; and
 - (b) calls to mobiles, International calls, plus a range of other number pre-fixes (including 1800, 13 and 1300 services) and any VAS you choose, which will be charged at the rates listed on the NodeLine Biz charges page on our Website.
- 3.7 You acknowledge that the VAS available with the Service may not be the same as the VAS offered by your current provider. You may lose access to some VAS services offered by your current provider when your NodeLine Biz service is connected, however where possible we will automatically continue to provide and charge for your previously selected VAS services at the following rates set out on our Website.

4. OTHER CONDITIONS

- 4.1 The following features are not available with any NodeLine service, including the Service:
- (a) ISDN Services;
 - (b) calls to 190 numbers; and
 - (c) 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.
- 4.2 If we determine that your ABN or ACN is invalid, you agree that we can change your Service plan to the residential NodeLine plan (which contains different fees and charges).
- 4.3 If you assign this service to another person, a \$59 once off charge will apply. This will be waived if you're simply changing trading name and your ABN or ACN remains the same.

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5. CALL PACKS

Call Packs are an add-on service that can be applied to full phone service NodeLine Home Phone, NodeLine Business Value, and NodeLine Biz, providing included calls for an additional monthly fee.

Existing customers are able to add a pack to their NodeLine Home Phone service via My Internode, with the pack activation occurring at the start of their following billing cycle.

Notice of Call Pack activation is provided via email. Calls made in the time between applying for a Call Pack, and notice of activation being delivered, are charged at the standard rate as defined for the Full Phone service

When a Call Pack cancellation is requested, the Call Pack will be removed at the end of the current billing cycle in which the cancellation was requested, with the pack and associated call value remaining active for that month.

All included calls are subject to the Acceptable Use Policy.