Critical Information Summary : NodeMobile

Information About The Service

NodeMobile is a post-paid 'SIM-only' mobile phone service - you'll need to bring your own mobile phone handset. It is available to existing Internode customers who have an Internode fixed line service (including NodeLine, ADSL, Fibre to the Home and Fixed Wireless Broadband).

A minimum term of one month applies to NodeMobile services.

Information About Pricing

Setup Fee

A NodeMobile SIM is required in order to use the service.
- A $10 charge applies for a NodeMobile SIM (either standard or MicroSIM); and this can be delivered anywhere in Australia for a $5 delivery charge.
- You can either port an existing Australian mobile phone number to your NodeMobile service; or we can allocate you a new number.

Minimum Monthly Charge

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

Plan Name	Monthly Included Standard Calls & Text	Monthly Included Calls to NodeMobiles	Monthly Included Data	Monthly Included Social Media*	Minimum Monthly Charge
Starter	$165.00	None	200 MB	150 GB	**$10.00**
Value	$450.00	$1,000.00	1.5 GB	150 GB	**$20.00**
Premium	$750.00	$1,500.00	3 GB	150 GB	**$40.00**

* Social media includes Facebook, MySpace, Twitter, Linkedin, Ebay and Foursquare. This inclusion applies to specific URLs only, and not when accessed via tethering.

Maximum Monthly Charge

If you use more than the monthly inclusion of calls, texts or data – and/or you use other services that are not part of the monthly inclusion – then you will incur charges above the minimum monthly charge.
- NodeMobile features a number of spend mangement tools, including usage notifications and sub-limits for various transaction types.
- A maximum monthly amount of $500 applies to NodeMobile services by default.

Please be aware that billing information is not received instantly by Internode, and in some cases can be delayed by several days after the usage charge has been incurred. This means that spend limits can hence be out of date by the time they are applied. You are still responsible for all charges incurred due to usage beyond the spend limit.

Early Termination Charge

The NodeMobile service has no early cancellation charges. Your only commitment is the 'one month rolling contract' that is inherent in paying one month's rental in advance on the service.

Further Information : www.internode.com.au/nodemobile

Critical Information Summary : NodeMobile

Standardised Cost Information

2 Minute Standard National Mobile Call	A standard national mobile call incurs a flagfall of $0.35 and a per minute rate of $0.90. Hence a 2 minute national mobile call will cost $2.15.
Standard National Mobile SMS	A standard national mobile SMS will cost $0.25.
One Megabyte of Data within Australia	Using one Megabyte of data within Australia will cost $0.20

The above costs apply to usage outside of the monthly included value of the plan. 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:

Plan Name	Number of standard national mobile calls each of 2 minutes duration
NodeMobile Starter	76
NodeMobile Value	209
NodeMobile Premium	348

Other Information

Call and Data Usage Information

NodeMobile customers can obtain information:

- On NodeMobile usage pricing at **www.internode.com.au/nodemobile**
- On their NodeMobile usage at **www.internode.com.au/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.
- Using Social Media while overseas is not included in your plan - this includes photo uploads and downloads. Charges apply to all data sent & received.
- Charges also apply for both making and receiving calls when roaming overseas.

While you are 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.

Customer Service Contact Details

You can contact Internode Customer Service by calling **1300 304 718**; or by lodging a ticket on our website at **www.internode.com.au/contact/support**.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at **www.internode.com.au/feedback**.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at **www.tio.com.au/making-a-complaint**.

Further Information : www.internode.com.au/nodemobile