

Critical Information Summary:

BizPhone

Information About the Service

iiNet BizPhone is a voice telephony service that is supplied over your internet service. The internet service may be supplied by iiNet (for example, an IP-line connection) or by another service provider.

Requirements & Availability

BizPhone requires fixed broadband internet service and a wired Ethernet port. A BizPhone handset is required unless you are on the SoftPhone plan. Each BizPhone call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

Minimum Term

The BizPhone service is available on 0, 12 and 24 month contract terms.

Included Features

BizPhone plans include handset rental (except for the Softphone Plan), a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features including voicemail-to-email, call waiting and others. Acceptable Use Policy applies. Optional extras and their prices are available at iinet.net.au/business/small/bizphone.

Exclusions

BizPhone plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. BizPhone is not available for telemarketing, call centre function and similar uses.

Information About Pricing

Monthly and Once-off Charges

iiNet offers four main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$9.95 handset delivery charge where applicable.

Plan Name	Setup Charge			Monthly Charge	Total minimum cost		
	0 month contract	12 month contract	24 month contract		0 month contract	12 month contract	24 month contract
SoftPhone (desktop app – no handset)	\$0	\$0	\$0	\$24.95	\$24.95	\$299.40	\$598.80
Standard (incl. Standard handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Cordless (incl. Cordless handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Premium (incl. Premium handset rental)	\$199	\$99	\$0	\$49.95	\$259.85	\$158.90	\$1208.75

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile	International*	1300 & 13*
SoftPhone	Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Standard	Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Cordless	Included	Included	Included	From 4c/ minute	25.3c once-off connection fee
Premium	Included	Included	Included	From 4c/minute	25.3c once-off connection fee

* Rates vary depending on destination and call type. See list of standard pricing at iinet.net.au/business/small/bizphone

- Flagfall is not charged on BizPhone service.

Early Termination Charges

If you cancel the service before the end of your contract term (12 months or 24 months), Early Termination Fees (ETF) will apply. ETF is calculated as the monthly charges multiplied by the balance of the contract period, capped at 6 months' worth if you are on a 12 month contract, or 12 months' worth if you are on a 24 month contract. If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$179 will apply to each Standard or Cordless handset, and \$339 for each Premium handset.

Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, receptionist application and more. Prices will depend on the options you select, see iinet.net.au/business/small/bizphone for more information.

Other Information

Customer Service Guarantee Waiver

The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee. You will need to agree to waive this guarantee before we can supply you a BizPhone service.

Customer Service Contact Details

You can contact iiNet Business customer service for Support & Billing assistance via **13 24 49** or emailing bizsupport@iinet.net.au, or for Sales assistance via **13 24 49** or emailing biz-sales@iinet.net.au or via appropriate contact form to the appropriate area at www.iinet.net.au/contact

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 iihelp.iinet.net.au/Complaints_escalation_process

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 tio.com.au/making-a-complaint