Critical Information Summary:
Phone

Information About The Service

iiNet Phone is a traditional landline telephone service – it's simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with an iiNet Broadband or Mobile Broadband plan.

Requirements & Availability

iiNet Phone is not sold standalone, and is only available bundled with an iiNet Broadband or Mobile Broadband plan. iiNet Business Phone can only be bundled with Business Broadband services. iiNet Ultimate Business Phone is only available bundled with iiNet Ultimate Business Bundle.

Minimum Term

No minimum term applies for iiNet Phone services. You should note that an iiNet broadband service that is acquired with a Phone service may have a minimum term.

Included Features

Along with great bundling benefits when you combine Broadband & Phone, all iiNet Phone services include a range of great features. More features are available at an additional cost, with more detail at **iinet.net.au/phone/home/features**

Call Return	Call Waiting	Call Back
3-Way Chat	Call Forward	

Information About Pricing

Monthly Charges

Plan Name	Minimum Monthly Charge	Total Minimum Cost
Home Phone	$29.95	$1,437.60
Business Phone	$30.00	$2,478.75
Ultimate Business Phone	$0.00	$2,489.71

- Minimum Monthly Charge is the monthly rental fee associated with the Phone service.
- Total Minimum Cost includes setup and ongoing cost of broadband and line rental (where applicable), over a 24 month term, and excludes the cost of any calls made/additional charged features added.

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 &13
Home Phone	20c untimed	17c/min + 44c flagfall *$1.98 up to 2 hrs*	37c/min + 44c flagfall *$2.48 up to 20 min*	Varied + 44c flagfall *$1.98 up to 30min*	40c untimed
Business Phone	Included	Included	37c/min + 44c flagfall *$2.48 up to 20 min*	Varied + 44c flagfall *$1.98 up to 30min*	40c untimed
Ultimate Business Phone	Included	Included	Included	Varied + 44c flagfall *$1.98 up to 30min*	40c untimed

Calls to Australian Mobile are charged per 30 second block

International rates vary by destination, and the $1.98 call limit is only available for calls to selected destinations. Individual rates, and a list of countries included in the call limit, by plan, are listed at **iinet.net.au/phone/home/international*

Further information: iinet.net.au/phone/home & iinet.net.au/business/small/phone/pstn/

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Call Charges (cont.)

- Unless otherwise noted, timed charges for Standard National & International calls are assessed on a per second basis.
- Business Phone and Ultimate Business Phone included calls are subject to our Acceptable Use Policy available at **iinet.net.au/about/legal**
- iiNet do not provide or add additional charges for premium call services.

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 to all included calls. For more information visit **iinet.net.au/phone/home**

Call Value Pack	Availability	Monthly Pack Price
All your calls to local, standard national & Australian mobile numbers	Home Phone	$20
All your calls to landlines in our top 20 international destinations	Home Phone, Business Phone & Ultimate Business Phone	$10
All your calls to Australian mobiles	Business Phone	$20

Setup Fee

No setup fee is charged when churning an active telephone line to iiNet, however when connecting an inactive line, a connection fee will apply as below.

Connection Type	Description	Charge
Transfer	Churn an existing, active line to iiNet	$0
Line Activation	Inactive line, but premises has a physical line with dial-tone	$59
Line Activation with Technician Visit	As above, however a technician is required to reconnect existing cabling	$125
New Line Installation	For new homes & homes with no previous line connection	$299

Contracting & Early Cancellation Fees

iiNet Phone plans aren't contracted, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service.

Standardised Cost Information

For Home Phone and Business Phone a call to a standard national mobile incurs a per minute rate of 37c per minute with 44c flagfall.

Other Information

Call Usage Information

Customers can obtain information on their Phone usage at **toolbox.iinet.net.au**

Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing **support@iinet.net.au**, or for Sales assistance via **13 19 17** or emailing **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**

Further information: iinet.net.au/phone/home & iinet.net.au/business/small/phone/pstn/

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