

## 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 plan.

#### Requirements & Availability

You will need a standard telephone handset (approved for use in Australia). iiNet Phone service is not sold standalone, and is only available bundled with an iiNet Broadband plan. iiNet Business Phone can only be bundled with Business Broadband services. iiNet Business Bundle Phone is only available bundled with iiNet Ultimate Business Bundle or iiNet Value 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](http://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
Business Bundle Phone (Value)	\$0.00	\$2, 009.71
Business Bundle Phone (Ultimate)	\$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/call untimed	17c/min + 44c flagfall but only \$1.98 for first 2 hrs#	37c/min + 44c flagfall but only \$2.48 for first 20 min^	Varied + 44c flagfall From \$1.98 for 30 min	40c/call untimed
Business Phone	Included	Included	37c/min + 44c flagfall but only \$2.48 for first 20 min^	Varied + 44c flagfall From \$1.98 for up to 30 min	40c/call untimed
Business Bundle Phone (Value)	20c/call untimed	17c/min + 44c flagfall but only \$1.98 for first 2 hrs#	37c/min + 44c flagfall but only \$2.48 for first 20 min^	Varied + 44c flagfall From \$1.98 for 30 min	40c/call untimed
Business Bundle Phone (Ultimate)	Included	Included	Included	Varied + 44c flagfall From \$1.98 for 30 min	40c/call untimed

# Calls are charged per second. Pay only \$1.98 for a call lasting up to 2 hours; standard rates apply after 2 hours.

^ Calls are charged per 30 second block. Pay only \$2.48 for a call lasting up to 20 minutes; standard rates apply after 20 minutes.

\* calls to Australian mobiles are charged per 30 second block.

\*\* International rates vary by destination, and the \$1.98 call limit is only available for landline 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](http://iinet.net.au/phone/home/international). Calls are charged per second.

### Call Charges (cont.)

- Acceptable Use Policy applies to all plans. This policy is available at [iinet.net.au/about/legal/cra](http://iinet.net.au/about/legal/cra).
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. A list of these countries is available at [www.iihelp.iinet.net.au/support/node/11531](http://www.iihelp.iinet.net.au/support/node/11531)
- 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](http://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, Value 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

### Early Cancellation Fees

iiNet Phone plans has no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service.

## Other Information

### Call Usage Information

Customers can obtain information on their Broadband usage at <https://toolbox.iinet.net.au>.

### 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](mailto:bizsupport@iinet.net.au), or for Sales assistance via **13 24 49** or emailing [biz-sales@iinet.net.au](mailto:biz-sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](http://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](http://tio.com.au/making-a-complaint)