

Critical Information Summary:

Home Phone

Information About the Service

iiNet Home 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 Home Phone service is only available bundled with an iiNet Broadband plan. Call inclusions may vary depending on the Broadband Plan bundled with iiNet Home Phone. The Home Phone service is offered on the basis that you agree to waive the Customer Service Guarantee.

Minimum Term

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

Included Features

All iiNet Home 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	Monthly Charge	Total Minimum Cost
Home Phone	\$29.95	-
Home Phone (bundled with eligible broadband plan)	\$0.00	As per the broadband plan

- Monthly Charge is the monthly rental fee for the Home Phone service and does not include the cost of any calls made or added features. Monthly charge is discounted to \$0 when bundled with eligible broadband plans.
- Total Minimum Cost will depend on your broadband plan bundle. Details of your broadband plan can be found on our website.
- If the required Broadband service is cancelled but not the Home Phone service, then the standard \$29.95 monthly Home Phone line rental charge will apply.

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

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.

** 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.

- Acceptable Use Policy applies to all plans. This policy is available at 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
- 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	\$10

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 have 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, 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