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.

Required Services & Availability
iiNet Phone is not sold standalone, and is only available bundled with an iiNet Broadband, Mobile Broadband or Dialup plan. iiNet Business Phone can only be bundled with Business Broadband services.

Minimum Term
No minimum terms are applied to iiNet Phone services.

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 **www.iinet.net.au/phone/home/features**

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

Information About Pricing

Monthly Charges
iiNet offer 4 Phone plans, each with a standard monthly rental, and varied call rates detailed further below.

Plan Name	Minimum Monthly Charge
Phone-1	$29.95
Phone-2	$31.95
Phone-3	$49.95
Business Phone	$30.00

- The Total Maximum monthly charge is the sum of the Minimum Monthly line rental charge above, and the cost of any calls made/additional charged features added
- As there are no contract terms applied, the Total Minimum cost of the service is as above.

Call Charges

Plan Name	Local Calls	National Calls	Calls to Mobile*	International**	1300 & 13
Phone-1	20c untimed	17c/min + 39c flagfall *Cap $1.98 up to 2 hrs*	37c/min + 39c flagfall *Cap $2.48 up to 20 min*	Varied + 39c flagfall *Cap $1.98 up to 30 min*	30c untimed
Phone-2	17c untimed	15c/min + 37c flagfall *Cap $1.98 up to 2 hrs*	33c/min + 37c flagfall *Cap $1.98 up to 20 min*	Varied + 37c flagfall *Cap $1.98 up to 30 min*	30c untimed
Phone-3	Included	Included	37c/min + 39c flagfall *Cap $2.48 up to 20 min*	Varied + 39c flagfall *Cap $1.98 up to 30 min*	30c untimed
Business Phone	Included	Included	37c/min + 39c flagfall *Cap $2.48 up to 20 min*	Varied + 39c flagfall *Cap $1.98 up to 30 min*	30c untimed

Further information: www.iinet.net.au/phone/home

*Calls to Mobile are charged per 30 second block for Phone-1, Phone-3, & Business Phone, per 1 minute block for Phone-2.

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

- Unless otherwise noted, timed charges for National, Mobile & International calls are assessed on a per second basis, with a minimum assessed duration of one minute
- Phone 3 included local & national calls are subject to our Fair Use policy available at www.iinet.net.au/about/legal
- iiNet do not provide or add additional charges for premium call services

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;

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

Standardised Cost Information
A call to a standard national mobile incurs a per minute rate of 37c per minute with 39c flagfall (Phone 1, Phone 3, & Business Phone), or 33c per minute with 37c flagfall (Phone 2).

- A 2 minute national mobile call will cost $1.13 with Phone 1, Phone 3, Business Phone
- A 2 minute national mobile call will cost $1.03 with Phone 2

Other Information

Call Usage Information
Customers can obtain information on their Phone usage at https://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 https://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 www.tio.com.au/making-a-complaint

Further information: www.iinet.net.au/phone/home

Information is current as of 31/01/2013, is subject to change without notice and all prices quoted include GST   V1.0   Page 2 of 2