

# 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 line broadband internet service. Each BizPhone handset requires direct Ethernet cabling and a wired Ethernet port. A BizPhone handset is required unless you are on the SoftPhone plan or Line (ATA) plan. Our Line (ATA) plans allow you to use your analogue telephone handset by renting our Analogue Telephone Adapter (ATA). Sign up to a 24 month contract for \$0 set up charge. 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 or ATA 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. Not all features are available on Line (ATA) plans. Optional extras and their prices are available at [iinet.net.au/business/small/bizphone](http://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 six main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$9.95 hardware 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
<b>SoftPhone</b> (desktop app – no handset)	\$0	\$0	\$0	\$24.95	\$24.95	\$299.40	\$598.80
<b>Standard</b> (incl. Standard handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
<b>Cordless</b> (incl. Cordless handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
<b>Premium</b> (incl. Premium handset rental)	\$199	\$99	\$0	\$49.95	\$258.90	\$708.35	\$1208.75
<b>Line (ATA) 2 Port</b> (with ATA rental + 1 BizPhone line)	\$49	\$29	\$0	\$24.95	\$83.90	\$338.35	\$608.75
<b>Line (ATA) 4 Port</b> (with ATA rental + 3 BizPhone line)	\$129	\$49	\$0	\$74.85**	\$213.80	\$957.15	\$1806.35

- If you are on a Line (ATA) Plan, you can order an additional BizPhone Line on your existing ATA. Each additional phone line costs \$24.95/month with no setup fee. The 2 Port ATA supports up to a maximum of 2 BizPhone lines, and the 4 Port ATA supports up to a maximum of 4 BizPhone lines.

### Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile	International <sup>^</sup>	1300 & 13 <sup>^</sup>
Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Included	Included	Included	From 4c/ minute	25.3c once-off connection fee
Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Included	Included	Included	From 4c/minute	25.3c once-off connection fee

<sup>^</sup> Rates vary depending on destination and call type. See list of standard pricing at [iinet.net.au/business/small/bizphone](http://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/ATA 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, \$339 for each Premium handset, \$49 for 2 port ATA and \$129 for 4 port ATA.

### 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](http://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 86 89** or emailing [bizsupport@iinet.net.au](mailto:bizsupport@iinet.net.au), or for Sales assistance via **13 86 89** 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)