

# Critical Information Summary:

## BizPhone

### 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 or by another service provider.

### Included Features

There are a range of value-added features included with BizPhone plans, with further details here:

[www.iinet.net.au/business/bizphone](http://www.iinet.net.au/business/bizphone)

- Unlimited standard local, national and mobile calls
- Call Forward to Mobile
- Voicemail to Email
- Custom Music on Hold
- User friendly online portal
- Direct-In-Dial Geographic Number

### Minimum Term

BizPhone is available on a 0, 12 or 24 month contract term

### Early Cancellation Fees

- 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.

## Plans

### Monthly Charges

Plan Name	Setup Charge 0 month contract	Setup Charge 12 month contract	Setup Charge 24 month contract	Monthly Rental	Total Min. Charge 0 month contract	Total Min. Charge 12 month contract	Total Min. Charge 24 month contract
SoftPhone (desktop app – no handset)	\$0	\$0	\$0	\$24.95	\$24.95	\$299.40	\$598.80
Standard (incl. Standard handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Cordless (incl. Cordless handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Premium (incl. Premium handset rental)	\$199	\$99	\$0	\$49.95	\$258.90	\$708.35	\$1,208.75
2-port ATA (incl. ATA + 1 BizPhone line)	\$49	\$29	\$0	\$24.95	\$83.90	\$338.35	\$608.75
4-port ATA (incl. ATA + 3 BizPhone lines)	\$129	\$49	\$0	\$74.85**	\$213.80	\$957.15	\$1,806.35

- 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.
- 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.

### Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile	1300 & 13	International <sup>^</sup>
Included	Included	Included	25.3c untime	From 4c/min

<sup>^</sup>Rates vary depending on destination and call type. See list of standard pricing at [iinet.net.au/business/bizphone](http://iinet.net.au/business/bizphone)

Further information: [www.iinet.net.au/business/bizphone](http://www.iinet.net.au/business/bizphone)

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

### Required Equipment

- BizPhone requires a 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).
- Each BizPhone call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

### 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/bizphone](http://iinet.net.au/business/bizphone) for more 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.

<p><b>iiNet Customer Service</b></p> <p>Support  <b>P: 13 86 89</b>  <b>E: <a href="mailto:bizsupport@iinet.net.au">bizsupport@iinet.net.au</a></b></p> <p>Sales &amp; Billing  <b>P: 13 86 89</b>  <b>E: <a href="mailto:biz-sales@iinet.net.au">biz-sales@iinet.net.au</a></b></p>	<p><b>Complaints Handling</b></p> <p>If you are dissatisfied with iiNet, please contact us first, though our escalation process <b><a href="http://iihelp.iinet.net.au/Complaints_escalation_process">iihelp.iinet.net.au/Complaints_escalation_process</a></b> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b></p> <p>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO  <b>P: 1800 062 058</b>  <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p>
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