

Critical Information Summary: Business Fibre Phone on NBN

Information About The Service

Fibre Phone on the NBN combines the best features of traditional landline phone services, such as the ability to use a traditional handset, with the cost-effective call charges of Voice over IP. Typically you can transfer your existing landline number to Fibre Phone (not available to all carriers).

Requirements & Availability

The Fibre Phone service is only available when you have an active iiNet NBN Fibre to the Premises (FTTP) service. If your FTTP service is cancelled, your Fibre Phone service will also be cancelled. Full details on the NBN FTTP service are available at www.iinet.net.au/legal/cis/cis-biz-nbn-fibre.pdf

A standard telephone handset (approved for use in Australia) is required to use iiNet Fibre Phone. The telephone handset is not provided by iiNet unless otherwise specified in your application.

Once you take up a Fibre Phone service on the NBN, you can't move back to a telephone service using the existing copper network.

Minimum Term

No minimum terms are applied to iiNet Fibre Phone.

Included Features

There are a range of value-added features included with iiNet Fibre Phone, with further detail available at www.iihelp.iinet.net.au/support/node/1852

3-Way Calling	Call Forwarding	Calling Line ID Blocking	Call Return
Call Waiting	Do Not Disturb	Voice Mail	

Information About Pricing

Monthly Charges

- The minimum monthly charge for iiNet Fibre Phone is the monthly rental fee of \$19.95.
- The total minimum cost for iiNet Fibre Phone is \$179.89 (\$19.95 Fibre Phone fee x 1 month + \$79.99 NBN Boost Business 1 plan fee x 1 month + \$79.95 activation fee) plus any calls made to Australian mobiles, international numbers and/or 1300 & 13 numbers at the rates detailed below.

Call Charges

Calls to other iiNet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Included	Included	Included	29c/min	From 5c/min	30c/call untimed

*Calls to Australian Mobiles are charged per 30 second block

** International rates vary by destination, full rates at iinet.net.au/netphone-voip/international. Call charges are assessed with a minimum assessed duration of one minute, and then on a per second basis thereafter.

- No flagfall charges. Acceptable Use Policy applies and is available at iinet.net.au/about/legal
- 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

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/business/small/internet/nbn/fibre-phone

Call Value Pack	Monthly Pack Price
All your calls to standard Australian mobile numbers	\$10
All your calls to landlines in our top 20 international destinations	\$10

Setup Fee

No setup fees are charged with iiNet Fibre Phone.

If you want to keep using any other phone sockets in your home or business, you will need to get a registered cabler to come and connect these up to your NBN FTTP service. You will be responsible for the cost of any such cabling work.

Cancellation Fees

iiNet Fibre Phone has no minimum term, and as a result no cancellation fees are applicable. However, if you also choose to cancel your NBN FTTP service, there may be cancellation fees for that service. Please refer to the Business NBN CIS for more information.

Other Information

Usage Information

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

Fibre Phone and Power Outages

The Fibre Phone service is delivered via the NBN and has the ability to work in a power outage if a battery backup is installed with your NBN FTTP service. In order for your service to work in a power outage please be aware:

- You must have an active battery backup unit installed. You can get this installed at no extra cost when you apply for NBN FTTP with iiNet.
- You will need a non-powered traditional telephone or telephone with a back-up power supply connected to the voice port on the NBN Connection Box.
- During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

Incompatible Equipment

Please be aware that some existing services operating on your phone line may not work, such as back-to-base alarms, personal response systems, fax machines or EFTPOS. Please check with your device manufacturer or provider to see if the device is NBN compatible.

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, or for Sales assistance via **13 86 89** 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