

Critical Information Summary: Business Fibre Phone on NBN

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).

Included Features

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

www.iinet.net.au/business/small/internet/nbn/fibre-phone/

- 3-way calling
- Call Forwarding

- Call Waiting
- Do Not Disturb
- Calling Line ID Blocking
- Voice Mail

Minimum Term

No minimum terms are applied to Fibre Phone.

Early 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.

Plans

Monthly Charges

Plan	Monthly Rental	Total Min. Charge (no lock-in)
Business Fibre Phone	\$19.95	\$169.89

- The total minimum cost for iiNet Fibre Phone is \$169.89 (\$19.95 Fibre Phone fee x 1 month + \$69.99 NBN Business Essentials plan fee x 1 month + \$79.95 NBN 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*	1300 & 13	International**
Included	Included	Included	29c/min (per 30 second block)	30c/call untimed	From 5c/min

- *Calls to Australian Mobiles are charged per 30 second block
- A call to a standard national mobile incurs a per minute rate of 29c per minute with no flagfall charges. A 2 minute national mobile call will cost \$0.58
- **International rates vary by destination, full rates at [iinet.net.au/phone/netphone-voip/international](http://www.iinet.net.au/phone/netphone-voip/international)
- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute.
- Included local & standard national calls are subject to our Acceptable Use policy available at www.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

Further information: www.iinet.net.au/business/small/internet/nbn/fibre-phone

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

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 Australian mobile numbers	\$10
All your calls to landlines in our top 20 international destinations	\$10

Availability

The Fibre Phone service is available only when paired with 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/about/legal/cis/cis-biz-nbn-fibre.pdf

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

Required Equipment

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

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