

Critical Information Summary:

Business Phone

About the Service

iiNet Business 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 Business Broadband plan.

Included Features

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

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

- 3-way calling
- Call Forwarding
- Call Waiting

Plans

Monthly Charges

Plan	Monthly Rental	Total Min. Charge (no lock-in)
Business Phone	\$30	-
Business Phone Bundle (when bundled with On-Net Business Value plan)	\$0	As per the broadband plan
Business Phone Bundle (when bundled with On-Net Ultimate Value plan)	\$0	As per the broadband plan
Business Phone Bundle (when bundled with Off-Net ADSL plan)	\$10	As per the broadband plan

- Minimum Monthly Charge is the monthly rental fee associated with the Phone service and does not include the cost of any call charges (where calls are not included) or added features. Monthly charge is discounted to \$0 when bundled with eligible broadband plans.
- Total Minimum Cost will depend on your broadband plan bundle. Details of your broadband plan can be found on our website.

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile	1300 & 13	International**
Business Phone	Included	Included	37c/min + 44c flagfall but only \$2.48 for first 20min [^]	40c/call untimed	Varied + 44c flagfall From \$1.98 for up to 30 min
Business Phone Bundle (OffNet)	Included	Included	37c/min + 44c flagfall but only \$2.48 for first 20min [^]	40c/call untimed	Varied + 44c flagfall From \$1.98 for up to 30 min
Business Phone Bundle (OnNet Value)	20c/call untimed	17c/min + 44c flagfall but only \$1.98 for first 2hrs [#]	37c/min + 44c flagfall but only \$2.48 for first 20min [^]	40c/call untimed	Varied + 44c flagfall From \$1.98 for up to 30 min
Business Phone Bundle (OnNet Ultimate)	Included	Included	Included	40c/call untimed	Varied + 44c flagfall From \$1.98 for up to 30 min

Calls are charged per second. Pay only \$1.98 for a call lasting up to 2 hours; standard rates apply after 2 hours.

[^] Calls are charged per 30 second block. Pay only \$2.48 for a call lasting up to 20 minutes; standard rates apply after 20 minutes.

** International rates vary by destination, and the \$1.98 call limit is only available for landline calls to selected destinations.

Individual rates, and a list of countries included in the call limit, by plan, are listed at www.iinet.net.au/phone/home/international.

Calls are charged per second.

Further information: www.iinet.net.au/business/small/phone/pstn

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

- iiNet do not provide or add additional charges for premium call services.
- Acceptable Use policy applies to all plans and are 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

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/phone/home

Call Value Pack	Availability	Monthly Pack Price
All your calls to Australian mobile numbers	Business Phone, Business Phone Bundle (Off-Net)	\$20
All your calls to landlines in our top 20 international destinations	Business Phone, Business Phone Bundle (Off-Net), Business Phone Bundle (On-Net Value), Business Phone Bundle (On-Net Ultimate)	\$10

Availability

- This service is not sold standalone, and can only be bundled with Business Broadband services.

Required Equipment

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

<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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