

# Critical Information Summary:

## iiNet Business SIP Voice

### About the Service

iiNet's Business SIP Voice is a scalable voice service for businesses that will seamlessly integrate with your existing VoIP equipment and even works over the top of your existing fixed line internet connection.

### Minimum Term

- Available on a no-lock in contract or on a 12 or 24 month contract term.

### Included Features

A range of great features are available, including:

- Supports 2 to 30 sessions
- Call Forward
- Call Transfers
- Online Portal for self-service
- Direct In-dial numbers

### Early Cancellation Fees

- If you cancel the service or reduce the number of sessions before the end of your contract term, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]).

### Pricing

Plan Name	Monthly Cost	Setup Fee
iiNet SIP PAYG Plan	\$4.40/session	\$0
iiNet SIP Premium Plan	\$32.89/session	\$0

If your PABX uses ISDN, you will need an iiNet supplied ISDN CPE at an additional charge (see below for more details).

### Call Charges

Plan Name	Local Calls	Standard National Calls*	Calls to Australian Mobile*	International**	1300 & 13
PAYG Plan	6.6c/call untimed	5.5c/min	14.3c/min	From 3.9c/min	25.3c/call untimed
Premium Plan	Included	Included	Included	From 3.9c/min	25.3c/call untimed

\* Unless otherwise stated all call charges are calculated as follows. Call durations are rounded to the nearest whole second and call charges are rounded to the nearest whole cent.

\*\* International rates vary by destination.

- Full list of phone rates are available at [help.iinet.net.au/bizphone-support-resources](http://help.iinet.net.au/bizphone-support-resources).
- Acceptable Use Policy applies and is available at [iinet.net.au/about/legal/corporate](http://iinet.net.au/about/legal/corporate)
- Some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet.
- Not all call types are supported.

### Required Equipment

- iiNet Business SIP Voice requires a fixed line broadband internet service. Each call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.
- You will require a compatible SIP or ISDN PABX (along with handsets).
- If your existing PABX uses ISDN, you will need an iiNet supplied ISDN CPE for an additional cost.

### ISDN CPE Charges

An iiNet supplied ISDN CPE will be required if your PABX uses ISDN. If you are on a no lock in contract, the ISDN CPE is available via a once-off payment. If you are on a 12 or 24 month contract, you may choose to pay a monthly charge instead. A delivery fee of \$9.95 applies. The ISDN CPE remains iiNet's property and will need to be returned when your SIP service ceases.

Number of sessions	CPE Model	Once-off (no lock in, 12 or 24 month contract terms)	Monthly (12 or 24 month contract terms only)
ISDN BRI (2, 4, 6 or 8 sessions)	OneAccess OneVoIP 16-4B	\$658.90	\$31.90
ISDN PRI (10, 20 or 30 sessions)	OneAccess OneVoIP 30-1P	\$1098.90	\$64.90

### Direct-In-Dial Number Range Charges

Unless you are purchasing number ranges, you can choose to have up to 2 new single direct-in-dial numbers allocated to a SIP trunk at no additional cost.

Direct-In-Dial Number Range	Monthly Cost
100 Number Range	\$33
50 Number Range	\$22
10 Number Range	\$11

### Customer Service Guarantee Waiver

If you are acquiring 5 sessions or less, you may be entitled to the Customer Service Guarantee. This service is offered on the basis that you agree to waive the Customer Service Guarantee.

<p><b>iiNet Customer Service</b> Support <b>P: 1300 615 227</b></p> <p>Sales <b>P: 1300 681 828</b> E: <a href="mailto:biz-sales@iinet.net.au">biz-sales@iinet.net.au</a></p>	<p><b>Complaints Handling</b> If you are dissatisfied with iiNet, please contact us first, through our escalation process <a href="http://iihelp.iinet.net.au/Complaints_escalation_process">iihelp.iinet.net.au/Complaints_escalation_process</a> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p><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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