

## Critical Information Summary:

### Home Phone

#### Information About the Service

iiNet Home 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 Broadband plan.

#### Requirements & Availability

You will need a standard telephone handset (approved for use in Australia). iiNet Home Phone service is only available bundled with an iiNet Broadband plan. Call inclusions may vary depending on the Broadband Plan bundled with iiNet Home Phone. The Home Phone service is offered on the basis that you agree to waive the Customer Service Guarantee.

#### Minimum Term

No minimum term applies for iiNet Home Phone services. You should note that an iiNet broadband service that is acquired with a Phone service may have a minimum term.

#### Included Features

All iiNet Home Phone services include a range of great features. More features are available at an additional cost, with more detail at [iinet.net.au/phone/home/features](http://iinet.net.au/phone/home/features).

Call Return	Call Waiting	Call Back
3-Way-Chat	Call Forward	

#### Information About Pricing

##### Monthly Charges

Plan Name	Monthly Charge	Total Minimum Cost
Home Phone	\$29.95	-
Home Phone (bundled with eligible broadband plan)	\$0.00	As per the broadband plan
Home Phone (with incl LNM Calls)	\$49.95	-
Home Phone (with incl LNM Calls) (bundled with ADSL2+ Liimitless Incl LNM Calls)	\$0.00	As per the broadband plan

- Monthly Charge is the monthly rental fee for the Home Phone service and does not include the cost of any calls made 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.
- If the required Broadband service is cancelled but not the Home Phone service, then standard Home Phone monthly charges will apply:
  - \$29.95 per month for Home Phone, and
  - \$49.95 per month for Home Phone (with incl LNM Calls).

##### Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile	International**	1300 & 13
Home Phone	20c/call untimed	17c/min + 44c flagfall but only \$1.98 for first 2 hrs#	37c/min + 44c flagfall but only \$2.48 for first 20 min^	Varied + 44c flagfall From \$1.98 for 30 min	40c/call untimed
Home Phone (with incl LNM Calls)	Included	Included	Included	Varied + 44c flagfall From \$1.98 for 30 min	40c/call untimed

# 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 [iinet.net.au/phone/home/international](http://iinet.net.au/phone/home/international).

- Acceptable Use Policy applies to all plans. This policy is available at [iinet.net.au/about/legal/cra](http://iinet.net.au/about/legal/cra).
- 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](http://www.iihelp.iinet.net.au/support/node/11531)
- iiNet do not provide or add additional charges for premium call services.

#### 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](http://iinet.net.au/phone/home)

Call Value Pack	Availability	Monthly Pack Price
All your calls to local, standard national & Australian mobile numbers	Home Phone (excl On-Net ADSL2+ Bundles)	\$20
All your calls to landlines in our top 20 international destinations	Home Phone	\$10

#### Setup Fee

No setup fee is charged when churning an active telephone line to iiNet, however when connecting an inactive line, a connection fee will apply as below.

Connection Type	Description	First Service Charge	Additional Services Charge
Transfer	Churn an existing, active line to iiNet	\$0	\$0
Line Activation	Inactive line, but premises has a physical line with dial tone	\$59	\$59
Line Activation with Technician Visit	As above, however a technician is required to reconnect existing cabling	\$99	\$75.50
New Line Installation	For new homes & homes with no previous line connection	\$99	\$179

#### Early Cancellation Fees

iiNet Phone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service.

### Other Information

#### Call Usage Information

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

#### Priority Assistance

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

#### Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing [support@iinet.net.au](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](http://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](http://tio.com.au/making-a-complaint)