

# Critical Information Summary: Business Voice

## Information About The Service

Business Voice is a state of the art phone package offering handsets designed to improve efficiency & performance, while benefitting from great call rates, and a scalable solution that can grow along with your business.

### Required Services & Availability

You'll require an iiNet approved handset (included in all Business Voice packages), along with direct Ethernet cabling between each phone, connected to a broadband Internet service.

### Minimum Term

Business Voice plans include the rental of a business telephone handset on a 24 month contract.

### Included Features

Business Voice offers a range of great features;

All local & national calls included	Feature rich solution – HD Voice	Range of included Call Features
Priority Support	Easy installation & management	\$0 Setup

There's also a range of voice features included in each plan. All plans include the below, with even more features available on the Standard, Manager, and Reception packages.

Voice to email	3-way calling	Music on hold
Call transfer	Hunt Group	Auto Attendant

## Information About Pricing

### Monthly Charges

Business Voice monthly charges

Plan Name	Minimum & Maximum Monthly Charge	Total Max Price (24 month contract)
Basic	\$39.95	\$958.80
Standard	\$54.95	\$1318.80
Manager	\$69.95	\$1678.80
Reception	\$94.95	\$2278.80

- The Total Maximum monthly charge is the sum of the Minimum Monthly line rental charge above, and the cost of any calls made.

## Call Charges

Call Type	Call Charge
Local calls	Included
National calls	Included
International calls	from 5c per min
Calls to Mobile	15c per min (charged in 30 second block)
1300	30c untimed

- International rates can be found at [www.iinet.net.au/phone/netphone-voip/international/](http://www.iinet.net.au/phone/netphone-voip/international/)
- Flagfall is not charged on Business Voice calls

### Setup Fee

No setup fees are applied for Business Voice

### Cancellation Fees

If you end your Business Voice contract early, you will be required to pay back the costs reasonably incurred by iiNet by you leaving. Break fees vary based on the choice of package.

Hosted PBX Solution	< 6 months	7-12 months	13-18 months	19-24 months
Basic	\$265	\$211	\$131	\$43
Standard	\$313	\$245	\$151	\$49
Manager	\$421	\$321	\$195	\$82
Reception	\$553	\$415	\$250	\$78

### Standardised Cost Information

A standard national mobile call incurs a per minute rate of 15c per minute with no flagfall charges

- A 2 minute national mobile call will cost \$0.30

## Other Information

### Usage Information

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

### Customer Service Contact Details

You can contact iiNet Business customer service for Sales, Support & Billing assistance via **13 24 49** or emailing [bizsupport@iinet.net.au](mailto:bizsupport@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 [https://iihelp.iinet.net.au/Complaints\\_escalation\\_process](https://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 [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)