

### BUSINESS BASIC PHONE (PSTN)

#### INFORMATION ABOUT THE SERVICE

##### Service Description

The **innoTel Business Basic** plan is a landline telephone service using the Public Switched Telephone Network (PSTN). You can transfer your existing phone number or connect a new number with innoTel.

All pricing is Inclusive of GST.

##### Service Availability

The service is available to customers with a current Australian Business Number (ABN).

##### Minimum Contract Term

No minimum term.

##### Equipment Required

You must provide a suitable telephone handset that is approved for use in Australia.

##### Bundling

There is no bundling arrangement required for this plan, however you may bundle it together with other innoTel plans.

##### What is not included in this plan

The plan fee does not include any calls or features.

#### INFORMATION ABOUT THE PRICING

##### Minimum Monthly Charge

The following details the minimum monthly charges and total minimum costs associated with this plan.

**Minimum Monthly Charge: \$34.95**

##### Maximum Monthly Charge

Your maximum monthly charge will vary and is dependent on your call usage and features that are not included as part of this package.

##### Call Rates

The following details the standard calls rates for this phone plan. Timed calls are billed in per-second increments.

Call Type	Call Rate	Flag Fall p/call
Local Calls	20c p/call	n/a
National Calls	15c p/min	n/a
Calls to Mobiles	30c p/min	n/a
Calls to 13/1300	40c p/call	n/a

*Cost of a 2 minute national call: 30c p/call*

*Cost of a 2 minute mobile call: 60c p/call*

For other call charges, please visit [innotel.com.au](http://innotel.com.au).

##### International Calls Charges

Calls to international destinations vary in price. A list of countries and their call rates are listed at: [www.innotel.com.au/phone/international-rates/](http://www.innotel.com.au/phone/international-rates/)

##### Connection Charges

If you do not have an active phone service with another provider, Connection Charges will be applicable.

Connection Type	Fee
Standard Connection Fee (existing, active services)	\$59.00
Non-Standard Connection Fee (requires technician visit)	\$125.00
Standard Connection Fee (new service)	\$299.00
Temporary connection charge (if connected for 3 months or less.)	\$100.00

**Note:** Any additional costs due to technician work will be passed on to you.

##### Plan Changes

You can change your plan during your contract term at no cost.

##### Early Termination Charge

This plan has no minimum term and as a result no early cancellation fees are applied.

##### Other Charges

If our suppliers increase its prices in the future, this may result in the cost of your service increasing. As per our Standard Form of Agreement, we will give you 30-days' notice before the increase takes place.

### BUSINESS BASIC PHONE (PSTN)

#### BILLING INFORMATION

##### Billing

The pricing outlined in this Critical Information Summary are based on a full billing cycle (calendar monthly). When your service becomes active with innoTel, your first bill will include:

- a partial monthly charge for the days remaining in current billing period.
- your minimum monthly charge in advance, and
- Any additional/non-recurrent charges (e.g. call charges, connection, hardware fees etc).

##### Payment Methods

innoTel offer a number of payment methods. Direct Debit from a Bank Account and EFT/Bank Transfer are free of surcharges. Paying by other methods may attract a fee; you can view other payment methods and any surcharges that may apply by reviewing our Schedule of Fees and Charges at: [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/)

##### Email Billing

innoTel is committed to keeping our environmental footprint as low as possible and our standard method of bill delivery is via email. Paper billing is available at an additional cost per month. Please see our schedule of fees and charges for Account & Billing related fees.

#### OTHER INFORMATION

##### Full Terms

This information is provided as a summary only. For our full terms please visit [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/) for our Standard Form of Agreement (SFOA).

##### Access to your usage information

You can access your call and data usage information by logging on to the innoTel customer portal: <http://portal.innotel.com.au/>

##### Contact Us

We're here to help, so if you have questions about your bill, your service or need technical assistance, please contact us on **1300 736 048**. Our service team are available between 9am and 5.30pm Monday to Friday.

innoTel pride itself on exceptional customer service, however if you feel that you are not satisfied with the steps taken by us to resolve your issue, you can review

our complaint handling policy at [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/).

If you are still not satisfied with the steps innoTel have taken, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au) as a last resort.

*The information supplied in this document is based on innoTel's standard service offering and is a summary only. From time to time, innoTel may offer special promotions or customise service plans to suit customers. Where a special offer or custom service plan is offered, please refer to the details of that offer or custom plan for any variations to the information outlined in this document.*