

BUSINESS SMART PHONE (PSTN)

INFORMATION ABOUT THE SERVICE

Service Description

The **innoTel Business Smart** plan is a standard 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:	\$49.95
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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	Included	n/a
National Calls	Included	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.

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/

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.

