

This Critical Information Summary does not reflect any promotions we may offer from time to time.

PLAN: PSTN PHONE

Service Description

The innoTel Business Basic plan is a standard landline telephone service using the Public Switched Telephone Network (PSTN). You can transfer your existing phone number with innoTel. New connections are no longer available due to cease service with NBN.

Plan Details	Business Basic PSTN
Minimum Monthly Charge	\$34.95
Minimum Term	1-Month
Calls	Local Calls: 20c per call National Calls: 15c per minute Calls to Australian Mobiles: 30c per/minute 13/1300 Calls: 40c per/call International Calls: Visit innotel.com.au/phone/international-call-rates/ for details
Modem Fee	Standard modem: \$129.95
Set-up Fee or Connection Fee	No set-up fee applicable
Early Termination Fee	No cancellation fee is payable
Total Minimum Cost	1-Month term: \$34.95
Cost of a 2-min Standard National Mobile Call	60c

INFORMATION ABOUT THE SERVICE

Service Availability

This service is available to available to premises connected to an ADSL/ADSL2+ enabled telephone exchange in Australia.

Bundling

There is no requirement to bundle this plan, however, innoTel do offer phone and broadband bundles should you wish to consider.

Qualifications

You must also have an active PSTN phone service in order to receive this plan. innoTel will transfer your current active PSTN phone service to innoTel.

Equipment

You will need a suitable Telephone handset as one is not provided.

Installation

This is a self-installed service.

Plan Changes

Plan changes are not applicable as innoTel only offer one PSTN phone plan.

Relocation Charge

A relocation fee may apply if you move premises and will vary depending on your circumstances.

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.

If you fail to pay your invoices on the due date specified in your invoices, a late payment fee of \$15.00 will be applied to your account and your services may be suspended or cancelled.

BILLING INFORMATION

Billing

Pricing outlined in this Critical Information Summary is based on a full billing cycle (calendar month). 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/

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 of \$2.50 per month.

OTHER INFORMATION

Full Terms

This information is provided as a summary only. For our full terms please visit

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 or need assistance, please contact us on 1300 736 048. Our team is available between 9am and 5.30pm (AEST) 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/.

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 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