

Critical Information Summary InfiNET Broadband's Business VoIP Plan

Description of service/s:

These are Business VoIP (Voice over IP) services provided over the Internet. The service is only available in conjunction with InfiNET Broadband's internet services and only available to business. InfiNET Broadband does not permit the use of the service for illegal purposes.

VoIP Plan Information Overview:

Plan Name	Min Monthly Charge (Inc. GST)
InfiNET Business VoIP 30	\$30.00
InfiNET Business VoIP 40	\$40.00

Call Charges:

Service	Type	Cost (Inc. GST)
Local/National (Australia)	Per Minute	30 Plan \$0.018 or 40 Plan \$0.00
Mobile	Per Minute	30 Plan \$0.047 or 40 Plan \$0.00
13/1300/1345 Numbers	Flat	\$0.31 (31 cents)
180/1800 Numbers	Flat	Free
1223 (Directory Assistance)	Flat	\$0.85 (85 cents)
1100.125xx (Special Numbers)	Flat	\$0.31 (31 cents)
Telstra/Optus Mobile Satellite	Per Minute + \$0.80 Flag fall	\$1.95
International (See pricing schedule) *	Per Minute	See Pricing Schedule

- **Minimum Term:** 1-month minimum term. Can cancel free of charge at any time
- **Contract Terms:** These plans have no lock in contract and must be in conjunction with a InfiNET Internet plan

* International rates are automatically blocked. Some countries are actively blocked because they are high risk. You can request access to international numbers by calling our sales team on 1300 101 414. For a full list of international rates please visit our website.

The service includes:

- 1 Number allows 2 lines or channels (denotes the number of simultaneous calls that can be made on a trunk/number)
- 1 extension (number of handsets that can be configured with separate extension numbers)
- Basic customer support for issue resolution and minor changes

Other Charges:

- **Number Porting (Cat A):** \$20.00 Inc. GST (each number)
- **Number Porting (Cat C):** \$150.00 Inc. GST (1-5 complex numbers) call for pricing over 5 numbers
- **Additional Single Number:** \$10.00 Inc. GST each per month
- **Additional Extensions:** 1-9 @ \$10 each then 10 or more @ \$8 each per month
- **1300/13 or 10/100 number dial in ranges:** Call for pricing
- **Installation, configuration & training:** Dependent on solution (call for a quote)
- **Managed Services:** Dependent on solution (call for a quote)

MRC (Monthly Recurring Charge): Is payable each month commencing on the Start Date of the activation of the service and ending on cancellation of the service in accordance with the Agreement.

Order Cancellation: Once you receive notification that your order has been submitted to our carrier, your order will be classified as “In Progress”. At this stage, if you wish to cancel due to change of mind, no refund will be provided. Once the service is activated, a 15-day notification is required to cancel an active service. No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

Relocation:

If the customer moves or relocates (change of address), there are no charge or fees when staying with InfiNET Broadband and we will manage this for you.

Billing:

InfiNET Broadband will bill you in advance for the minimum monthly charge. On completion of signing-up, your first month of monthly charges will be charged in advance. This payment will be applied to your account and an invoice made available within the customer portal. Billing for your service will commence on the day that the VoIP service activation is completed and we will notify you once the service is activated. The InfiNET billing cycle will then start on this date and reoccur on the same date each month.

Additional account fees:

The following account fees apply to the InfiNET Broadband payment methods:

- Direct debit fee: \$0.00 cent per transaction (Free)
- Australian VISA/Mastercard surcharge: 1.75% + \$0.30 cents
- International Cards: 2.9% + \$0.30 cents
- Bounced/failed direct debit fee: \$10.00
- Paper Bill Fee: \$3.50

Late payment fee:

If your account is not paid in full within 15 days after the monthly due date an automatic late payment fee of \$15 + GST will be applied to your account.

Connection Timeframes:

InfiNET Broadband will process and connect your VoIP service as quickly as possible. We rely on our carrier to complete the provisioning of the VoIP number or porting of existing number/s. The porting of an existing number can be between 5-20 days as is dependent on the carrier who currently holds the number.

Required Hardware:

Please contact InfiNET Broadband sales team who can walk you through the VoIP requirements and options available that will best suit your business’s needs.

Enquires, feedback and complaints:

InfiNET Broadband are committed to providing you with excellent customer service. Please contact us by calling 1300 101 414 or by sending an email to customerservice@infinetbroadband.com.au if you have any questions, provide feedback or raise a concern/complaint

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: <http://www.tio.com.au/making-a-complaint>