

BizPhone

Information about the service

Fibre2air BizPhone is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Fibre2air (for example, an IP-line connection) or by another service provider.

Requirements & Availability

BizPhone requires fixed broadband service and a wired Ethernet port. A BizPhone handset is required unless you are on the Softphone plan. Each BizPhone requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

Information about Pricing

Monthly and Once-Off Charges

Fibre2air offers four main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$14.95 handset delivery charge where applicable.

Plan Name	Setup Charge			Monthly Charge	Total Minimum Cost		
	0 Month Contract	12 Month Contract	24 Month Contract		0 Month Contract	12 Month Contract	24 Month Contract
Soft Phone (Desktop App, No Handset)	\$0.00	\$0.00	\$0.00	\$24.95	\$24.95	\$299.40	\$598.80
Standard (incl. Yealink T42G handset rental)	\$150.00	\$75.00	\$0.00	\$29.95	\$194.90	\$499.35	\$733.75
Cordless (incl. DECT W52P handset rental)	\$150.00	\$75.00	\$0.00	\$29.95	\$194.90	\$499.35	\$733.75
Premium (incl. yealink T48G handset rental)	\$250.00	\$125.00	\$0.00	\$49.95	\$314.90	\$739.95	\$1,213.75

Call Charges

Plan Name	Local Calls	Standard & National Calls	Calls to Australian Mobile	13/1300 Calls	International Calls
Softphone	Included	Included	Included	40c per call	Pay as you go
Softphone	Included	Included	Included	40c per call	Pay as you go
Cordless	Included	Included	Included	40c per call	Pay as you go
Premium	Included	Included	Included	40c per call	Pay as you go

• Flag fall is not charged on the BizPhone service

Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as handsets, Hunt Groups, Auto Attendants, Receptionist Application and more. Prices will depend on the options you select, see fibre2air.com.au/business/voice/bizphone for more information.

Early Termination Charge

Contract	Fees
No Lock-in Contract	\$0
12 Month Contract	Plan fee multiplied by the months remaining in your contract.
24 Month Contract	Plan fee multiplied by the months remaining in your contract.

If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$190 will apply to each Standard or Cordless handset, and \$350 for each Premium handset.

Customer Service Guarantee Waiver

The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee. You will need to agree to waive this guarantee before we can supply you a BizPhone service.

Other Information

Usage Information

To check your current usage levels. login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at tio.com.au/about-us/contact-us.