

## Business Landline

### Information about the service

Fibre2air Business Phone is a traditional landline telephone service – it's simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with an Fibre2air Business Broadband plan.

### Minimum Term

Business Landline plans are available on 12 Months contract.

### Information about Pricing

Monthly Charges

	Home Base	Family Plan	Unlimited Plan
Monthly Charges	\$34.95	\$54.95	\$74.95
Total Minimum Cost (12 Months Contract)	\$419.40	\$659.40	\$899.40
Line Rental	Included	Included	Included
Local Calls	20c per call	Unlimited	Unlimited
National Calls	20c per call	Unlimited	Unlimited
Mobile Calls	30c per call	30c per call	Unlimited
13/1300 Calls	44c per call	44c per call	44c per call
International Calls	Pay as you go	Pay as you go	Pay as you go

- Timed calls are billed in 60-second increments.
- No flag fall charges. Acceptable Use Policy applies and is available [fibre2air.com.au/legal](https://fibre2air.com.au/legal)
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Fibre2air.

### Calls to International Numbers

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see <https://fibre2air.com.au/international-call-rates>

### Connection Charges

A connection fee may apply to connect your home phone service if the service.

- Existing telephone line without a technician visit \$59
- Existing telephone line with a technician visit \$125
- New telephone line connection \$299 with a technician visit and cabling work

### Connection Timeframes

Once we've accepted your application, we'll try to connect your Business phone service on the date you ask for, but this might not always be possible. If there has been a previous working Business phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 3 working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

### Early Termination Charge

Contract	Fees
12 Month Contract	Plan fee multiplied by the months remaining in your contract.

## Other Information

### Silent Line

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$3.50 per month.

### Usage Information

To check your current usage levels. login to 'My Account' at [www.fibre2air.com.au/myaccount](http://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](http://fibre2air.com.au/payments) or contact us.

### We're here to help

Please visit [fibre2air.com.au/contact](http://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](http://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](http://tio.com.au/about-us/contact-us).