

# Critical Information Summary

## BizPhone Business Phone System



### Information about the Service

#### Service Description

Mr. Fone’s BizPhone is a voice telephony service that is supplied over your internet service. The internet service may be supplied by MrPC (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.

#### Included Features

BizPhone plans include handset rental (except for the SoftPhone plan), a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features such as voicemail-to-email, call waiting and others. Acceptable Use Policy applies to included calls. Optional extras and their

#### Minimum Service Term

The BizPhone service is available on 0, 12 and 24 month contract terms.

#### Exclusions

BizPhone plans do not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. BizPhone is not available for telemarketing, call centre function and similar uses.

#### Monthly and Once-Off Charges

Mr. Fone offers four main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$9.95 handset delivery charge where applicable.

<b>SoftPhone</b> (desktop app, no handset)	\$0	\$0	\$0	\$24.95	\$24.95	\$299.40	\$598.80
<b>Standard</b> (incl. Yealink T42G handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
<b>Cordless</b> (incl. DECT W52P handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
<b>Premium</b> (incl. Yealink T48G handset rental)	\$0	\$0	\$0	\$49.95	\$259.85	\$158.90	\$1,208.75

Information is current as of 10/05/2016 and is subject to change without notice. All prices quoted include GST.

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### Call Charges

SoftPhone	Included	Included	Included	From 4c/minute	From 22c/minute
Standard	Included	Included	Included	From 4c/minute	From 22c/minute
Cordless	Included	Included	Included	From 4c/minute	From 22c/minute
Premium	Included	Included	Included	From 4c/minute	From 22c/minute

\*Rates vary depending on destination and call type.

### Optional Equipment, User Software and Features

BizPhone requires a 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.

### Other Information

#### Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 673 063**.

#### Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at:  
**customer\_relations@mrfone.com.au**

### Early Termination Charges

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

### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within MrPC, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us) or by phone on **1800 062 058**.

This is a summary only – the full legal terms for your service are contained in your agreement with Mr. Fone which is available at

[http://www.mrfone.com.au/about/MrFone\\_Network\\_General\\_Terms.pdf](http://www.mrfone.com.au/about/MrFone_Network_General_Terms.pdf)