

# Critical Information Summary

VoIP Phone Plans – Updated 1<sup>st</sup> July 2019



## Information about the Service

Infinite Networks VoIP or Phone Plan delivers business grade VoIP which offers offering various calling options specified in our Master Service Agreement. It is not part of a product bundle and doesn't includes an broadband compatible Wi-Fi Modem/Router. You must arrange and connect your own broadband ready handset/s.

## Requirements & Availability

Infinite Networks VoIP telephone service only works with an internet service and when power is uninterrupted. It includes dialling emergency numbers but is not suitable for people that require priority assistance.

If you require an existing telephone number to be ported over to an VoIP (Phone) service, please be aware that this can take up to six (6) weeks. The port will only begin when your service with Infinite Networks has been activated. In order to mitigate the chances of having an interrupted phone service – please keep your existing telephone service with your current or previous provider active until the completion of the port. It is your responsibility to keep your existing phone number active and Infinite Networks is unable to port an inactive phone service.

## Information about Pricing

**Note:** See Plan Features & Inclusions below

Usage Types	Amount (Inc GST)	
Minimum Monthly Charge	\$11.00	\$44.00
Total Minimum Cost over 12 Months	\$132.00	\$528.00
Contract Length	12 Months	12 Months
Standard Local Landline Calls	Included	Included
Calls to National Landline Numbers	8 cents per minute	Included
Calls to Australian Mobile Numbers	18 cents per minute	Included
Calls to 13/1300 Numbers	30 cents per minute	30 cents per minute
International Call Rates	Standard rates apply – Visit our website for more details.	
Supplied Phone Numbers	1 National Number	
Early Termination Fees	The minimum monthly charge paid across the remaining months remaining in the contract.	
	Maximum Fee of \$132.00	Maximum Fee of \$528.00
Equipment	No equipment is supplied with this plan.	
Plan Inclusions	Fair Use Policy applies to any included calls. Please visit our Fair Use Policy on our website for more information	

## Billing

Email billing is free. We do not provide a hardcopy (print and post paper) bill. Your service is invoiced on the same date each month. Accounts are billed in advance so your first invoice will include a pro rata amount for the days that your service has been active with Infinite Phone and a one month in advance plan fee. Any initial pro rata amount will not be adjusted. A late payment fee may apply if you don't pay your bill by the due date.

## Obtaining Data Use Information

To access information about your data usage, please log into your account at <https://portal.infinite.net.au/>

## Plan Features

Discontinuation of Infinite Networks Phone service may lead to the removal of product features and privileges such as any equipment, Voice Mail or any other line features. Use of Infinite Networks Phone service requires an compatible hardware. Infinite Networks provides very limited support for any Routers/Modems that aren't supplied through Infinite Networks. Any hardware purchased outright through Infinite Networks is non-refundable other than within your rights under the Australian Consumer Law.

## Cancellation Policy

Infinite Networks requires a 30-Day Notice period before the cancellation of any services whether or not that service is within its contract period. Please refer to Infinite Networks Master Service Agreement for more details.

## Additional Fees & Charges

At times there may be a need to charge additional fees that are outside Infinite Networks control. As an example, these charges is an Incorrect Call Out Fee where a customer incorrectly requests Infinite Networks to arrange for a technician to visit premises or remotely diagnose a service were no fault or issue is found or the is found beyond the network boundary point (such as private equipment).

## Contact Us

You can contact Infinite Networks on 1300 790 337 between 8:30AM to 5:00PM on Monday to Friday if you require more information about any details of your plan or anything else. If you prefer to contact us via email, then you can send in an email to [support@infinite.net.au](mailto:support@infinite.net.au)