

# Critical Information Summary:

## BizPhone

### Information About the Service

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

### Requirements & Availability

BizPhone requires fixed line broadband internet service. Each BizPhone handset requires direct Ethernet cabling and a wired Ethernet port. A BizPhone handset is required unless you are on the SoftPhone. Sign up to a 24 month contract for \$0 set up charge. Each BizPhone call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

### Minimum Term

The BizPhone service is available on 24 month contract terms.

### Included Features

BizPhone plans include handset (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 including voicemail-to-email, call waiting and others. Acceptable Use Policy applies. Optional extras and their prices are available on request.

### Exclusions

BizPhone plans do not support 19/1900 numbers 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.

### Information About Pricing

#### Monthly and Once-off Charges

Alpha offers three main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$10 hardware delivery charge where applicable.

Plan Name	Monthly charge	Total minimum cost
<b>SoftPhone</b> (desktop app – no handset)	\$30.00	\$720.00
<b>Standard</b> (incl. Standard handset rental)	\$40.00	\$970.00
<b>Premium</b> (incl. Premium handset rental)	\$60.00	\$1450.00

## Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile	International <sup>^</sup>	1300 & 13 <sup>^</sup>
Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Included	Included	Included	From 4c/ minute	25.3c once-off connection fee
Included	Included	Included	From 4c/minute	25.3c once-off connection fee
Included	Included	Included	From 4c/minute	25.3c once-off connection fee

- Flagfall is not charged on BizPhone service.

## Early Termination Charges

If you cancel the service before the end of your contract term (24 months), Early Termination Fees (ETF) will apply. ETF is calculated as the monthly charges multiplied by the balance of the contract period, capped at 12 months' worth if you are on a 24 month contract. If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$179 will apply to each Standard handset, \$339 for each Premium handset.

## Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, receptionist application and more. Prices will depend on the options you select, for more information contact us using the Customer Service Contact Details below.

## Other Information

### 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.

### Customer Service Contact Details

You can contact Alpha Business customer service for Sales, Support & Billing assistance via **02 9211 7782** or emailing [support@alpha.net.au](mailto:support@alpha.net.au) or via the contact form at [alpha.net.au/contact-us](http://alpha.net.au/contact-us)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [alpha.net.au/compliance](http://alpha.net.au/compliance)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)