

## IGNITE ELITE PLAN

### Information About the Service

Here's a quick summary of all the important bits about your Elite plan. It covers things like the length of your contract and how much you need to pay each month.

Ignite phone plans provide your business with an NBN™ ready phone service delivered over your broadband Internet-service, also known as Internet telephony.

#### MINIMUM TERM

The minimum contract term of the plan will be outlined on your business application form or mentioned during the voice verification contract.

#### What's Included and Excluded?

The following calls are included in your plan:

- IP Phone Handset
- Calls to Local numbers
- Calls to National numbers

Additional charges apply for all other call types.

#### Information about pricing.

Your minimum monthly charge will be outlined on your business application form or mentioned during the voice verification contract.

The minimum amount you will pay over the contract term will depend on the length of your contractual agreement.

The following charges apply for your calls:

- Call to Mobiles 44c Per Call
- Call Forwarding 25c Per Minute
- Calls 13/1300 numbers: 30c Per Call

Please note mobile minute packs are charged in addition to your minimum monthly charge.

#### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block.

#### STANDARD INSTALLATION REQUIREMENTS

An Internet service with minimum 100/100 Kbps per concurrent call is required (not included) . Use your existing Internet connection or purchase from Ignite.

Self-install (including any associated cabling, configuration of your network and any routers and/or switches) or  
Professional Install is available (may cost extra), contact us for more information.

#### EARLY TERMINATION

If you cancel your Plan on any service, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee multiplied by the months remaining in your contract term.

You must return handset within 30 days of service cancellation or handset non-return fee applies (\$300).

#### KEY INFORMATION

This service allows you to make and receive phone calls.

The Monthly Access Fee includes IP enabled handset rental, Ignite to Ignite calls on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee.

This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

Ignite does not offer Priority Assistance

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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.

## WE'RE HERE TO HELP

If you have any questions, just call us on **1300 000 446** so we can serve you better. Or you can visit us at <http://www.ignitecorp.com.au> for additional information, including to access information about your usage of the service.

## COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.ignitecorp.com.au>

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

