

Critical Information Summary



BizPhone Business Phone System

Information about the Service

Service Description

PIPE Networks BizPhone is a voice technology service that is supplied over your internet service. The internet service may be supplied by PIPE Networks (for example, an IP-Line connection) or by another service provider.

Minimum Service Term

The BizPhone service is available on 1, 12, 24, 36 and 48 month contract terms.

Early Termination Charges

Early Termination Charges do not apply for Softphone plans. For all other plans, if you cancel the service before the end of your contract term, Early Termination Charges (ETCs) will apply. ETCs are calculated as 42% of the monthly charges multiplied by the number of months, or part thereof, between the date of cancellation and the end of your contract term. 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 or Cordless handset, \$339 for each Premium handset, \$49 for 2 port ATA and \$129 for 4 port ATA.

Information about the Pricing

Monthly and Once-Off Charges

PIPE Networks offers four main BizPhone plans and two ATA plans, each with a standard monthly rental. Total minimum costs include \$9.95 handset delivery charge where applicable.

Plan	Setup Charge			Monthly Rental	Total Minimum Cost				
	1 month contract	12 month contract	24/36/48 month contract		1 month contract	12 month contract	24 month contract	36 month contract	48 month contract
Softphone – Webex Basic (no handset)	\$0	\$0	\$0	\$24.95	\$24.95	\$299.40	\$598.80	\$898.20	\$1,197.60
Softphone – Webex Standard (no handset)	\$0	\$0	\$0	\$29.95	\$29.95	\$359.40	\$718.80	\$1,078.20	\$1,437.60
Softphone – Webex Premium (no handset)	\$0	\$0	\$0	\$39.95	\$39.95	\$479.40	\$958.80	\$1,438.20	\$1,917.60
Standard (incl. Standard handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75	\$1,088.15	\$1,447.55
Cordless (incl. Cordless handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75	\$1,088.15	\$1,447.55
Premium (incl. Premium handset rental)	\$199	\$99	\$0	\$49.95	\$258.90	\$708.35	\$1,208.75	\$1,808.15	\$2,407.55
2-ports ATA (incl. ATA + 1 BizPhone line)	\$49	\$29	\$0	\$24.95	\$83.90	\$338.35	\$608.75	\$908.15	\$1,207.55
4-ports ATA (incl. ATA + 1 BizPhone line)	\$129	\$49	\$0	\$24.95	\$213.80*	\$957.15*	\$1,806.35*	\$2,704.55*	\$3,602.75*

* You can only select a 4-ports ATA if you have a minimum of 3 BizPhone Line (ATA) users assigned to it. This cost includes 3 x BizPhone lines (additional 2 x \$24.95 on the Monthly Rental).

Further Information: <https://www.vocus.com.au/help-and-support/legal-contracts/pipe>

Information is current as of 12/06/2026, and is subject to change without notice. All prices quoted are inclusive of GST.

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Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile	International**	1300 & 13 Calls
Included	Included	Included	From 4c / minute	25.3 c / call

**Rates vary depending on destination and call type.

See the list of standard pricing at: <https://www.vocus.com.au/help-and-support/legal-contracts/pipe>

Flagfall is not charged on PIPE Networks BizPhone service.

Requirements and Availability

BizPhone requires fixed broadband service and a wired Ethernet port. A BizPhone handset is required unless you are on a Softphone plan. Each BizPhone requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality call. To take advantage of the video calling and video meeting features of the Softphone plans, 2-3Mbps of bandwidth of each concurrent video call for optimum quality is recommended.

Included Features

BizPhone plans include handset rental (except any of the Softphone plans), 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 prices are available at:

<https://www.vocus.com.au/help-and-support/legal-contracts/pipe>

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, see <https://www.vocus.com.au/help-and-support/legal-contracts/pipe> for more information.

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.

Customer Service Guarantee Waiver

The standard Monthly Charge and Setup Charge pricing stated in the "Information about Pricing" section are based on new customers agreeing to waive the Customer Service Guarantee (which will apply to BizPhone in certain circumstances). If a Customer Service Guarantee applies to the service you are ordering, a waiver will be set out in your Order Form. You will need to agree to waive this guarantee before we can supply you a BizPhone service.

Other Information

Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on 1300 769 691.

Further Options

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

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