

AUSSIE PHONE BROKERS

BEST TWO SMALL BUSINESS
LANDLINE PHONE PLANS

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BEST PHONE PLANS

- FOR LANDLINE ACCOUNTS

Introduction

Aussie Phone Brokers re-calculate plans from all of the major Telco's and some smaller providers to find Australian business the best landline solutions. We have performed over 1500 bill recalculations for Australian businesses, and this has allowed us to feel confident in recommending the two providers below as the best landline plans available to small businesses.

Pricing and Service Standards

The pricing from these two providers is very strong. Both Bell's and Primus's pricing is usually market-best (or nearly so).

2 Best Landline Plans
are from
Bell and Primus

When the element of customer service standards is considered alongside the best-priced plans, we regularly find that these offers are among our top two recommendations. This is proved in our 6 example Landline Reports, below.

Bell Networks

This provider is well-regarded by Aussie Phone Brokers for the following reasons:

- 1. Account Management** – Bell manages clients accounts more closely than most other providers. Queries and faults are reliably handled.
Customer Service – Calls are answered by a person 24/7, and turnaround time on actioning is very good.
- 2. Pricing** – the pricing plan in use is market-best, or very nearly so.
[Note: This offer is only available to Aussie Phone Brokers clients.]
- 3. Bell in Action** – Aussie uses Bell for our 1300 numbers. This is perhaps our highest recommendation to potential clients. We also use Bell for some of our corporate clients.

Primus – Primus Telecom

This provider is also well-regarded by Aussie Phone Brokers for the following reasons:

- 1. Size** – Primus is one of the 'big four' landline providers in Australia.
- 2. Customer Service** – it is generally accepted by industry peers that Primus Telecom have the best customer service of any of the large Telco's. Turnaround time on actioning enquiries is good.
- 3. Pricing** – the pricing plans are usually market-best, or very nearly so.
[Note: This offer is only available on 24 month contract, unless the client is spending over \$1200 per month.]



Suitability

The below landline plans are suitable for businesses:

- ☎ with 1-10 landline services, and/or
- ☎ located 5km or more from the CBD, and/or
- ☎ spending less than \$1500 per month on landline services.

Call Rates and other Pricing

The monthly costing of these two offers is very similar.

The Bell pricing is as follows:

Line Rental:	\$34.95 per month
Local:	13.2c per call
STD:	8.8c per minute, no flagfall, no minimum
F2M:	24.20c per minute, no flagfall, no minimum

Charges are noted inclusive of GST.

The best Primus Cap pricing is as follows:

Line Rental:	\$35.15 per month
Local:	15.4c per call
STD:	9.9c per minute, capped at 77c for one hour
F2M:	24.2c per minute, capped at 88c for 10 minutes

Charges are noted inclusive of GST.

(The next-best Primus pricing a non-capped plan, and is as follows:

Line Rental:	\$39.95 per month
Local:	15.4c per call
STD:	11.0c per minute, no flagfall, no minimum
F2M:	22.0c per minute, no flagfall, 16.5c minimum

Charges are noted inclusive of GST.)

Each offer will perform strongly on pricing, and both providers offer excellent customer service.

Six Examples of these two plans in action

Please use these web links to access examples of Landline Reports prepared from Aussie clients' real data. [All client identities have been removed.]

Each report has analysed differing numbers of services and differing monthly costs.

1. [Two Lines - \\$120 per month](#)
2. [Two Lines - \\$400 per month](#)
3. [Four Lines - \\$300 per month](#)
4. [Four Lines - \\$700 per month](#)
5. [Seven Lines - \\$600 per month](#)
6. [Seven Lines - \\$1200 per month](#)



Comparison between the two offers

Please use the Landline Reports (links shown above) to find the most in-depth comparison between these two providers, which most closely suits your business's circumstances.

Choosing between Bell and Primus

Often the deciding factor between these two offers is defined on the following questions:

1. Is Account Management a deciding factor for your business?
[Bell provides better account management for all Aussie clients.]
2. Does the business owner prefer a 'known name' in Primus Telecom?
[Primus is the fourth-largest provider.]

Whilst there may be other questions (which Aussie will happily attend to), the above questions are the most indicative.

See the following page for: ***"OK, I see the value, what now?"***



The Next Step

Aussie Phone Brokers recommend that all small businesses do their own diligent research. If you manage to find a better offer than these, please use it. (*And please let us know!*)


Aussie believes that every customer will return to these rates and plans after doing their own research.

To get the transfer of services underway, please use one of the following sections:

Implementing the Bell offer

Implementation of this plan will take 5-7 working days from the time we receive the contracts.

To choose and implement the Bell offer, please download, complete and return the following document:

 [Bell - Transfer of Service Forms](#) *please complete and return ALL pages*
*Remember, if your current monthly account is less than \$800, you **must** pay via Direct Debit.*

 Please also attach a copy of your telephone bill's front and summary pages.

Return of forms by either fax (**1300 552 142**) or [email](#) would be appreciated.

Alternately, our postal address is:

Aussie Phone Brokers
PO Box 1124
Hawksburn LPO
Toorak, VIC, 3142.

Thank you.

Choosing the Primus Telecom offer

Implementation of this plan will take 5-10 working days from the time we receive the contracts.

To choose and implement a Primus offer, please download, complete and return the following documents:

 [Primus Transfer of Service form](#) *complete pages 1-3 and return all*

 Please also attach a copy of your telephone bill's front and summary pages.

Return by fax (**1300 552 142**) or [email](#) would be appreciated. Thank you.

Alternately, our postal address is:

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Afterwards

Once you have completed and returned the forms, **all will be taken care of**. And Aussie will keep you updated of progress:

- ☎ Aussie Phone Brokers will advise receipt of the paperwork and copy of the bill.
- ☎ We will check completion and then advise the client.
- ☎ And we will be here to answer any further questions.

A Note from our Founder

“I hope you have enjoyed the Aussie Phone Brokers experience so far. And I look forward to a strong and happy relationship between our two companies for many, many years to come.
Remember: Aussie Phone Brokers is here to help. As your needs change, so will our advice.”