

CRITICAL INFORMATION SUMMARY:

## Fibre Phone on NBN

### Information About The Service

Fibre Phone on the NBN combines the best features of traditional landline phone services – such as the ability to use a traditional handset - with the cost-effective call charges of Voice over IP.

#### Requirements & Availability

This service is available only when bundled with an iiNet NBN Fibre Broadband service –full details on the NBN Fibre Broadband service are available at [www.iinet.net.au/about/legal/cis/nbnfibre.pdf](http://www.iinet.net.au/about/legal/cis/nbnfibre.pdf)

A standard telephone handset (approved for use in Australia) is required to use iiNet Fibre Phone, the telephone handset is not provided by iiNet. There is currently no number porting service on Fibre Phone, however a telephone number will be provided at no additional charge.

Standard installation of the NBN Co equipment is included. This includes the installation of NBN Co’s internal network terminating equipment. Any cabling required in your premises beyond the network boundary point is your cost and responsibility.

iiNet NBN Fibre Phone availability can be checked by contacting iiNet on 13 19 17.

#### Minimum Term

Your iiNet NBN Fibre Phone service is a month to month contract with no fixed term. However this service is only available when bundled with an iiNet NBN Fibre Broadband service.

### Information About Pricing

#### Monthly Charges

The minimum monthly charge for iiNet Fibre Phone is \$19.95 per month.

Fibre Phone is available only when bundled with a with an iiNet NBN Fibre Broadband service.

Local and national calls incur no charge and all other call charges are additional. Please see the table below for further details on charges.

#### Call Charges

These are the main charges for calls under an NBN Fibre Phone service.

Call Type	Description	Call Cost
Fibre Phone	Calls to another iiNet Fibre Phone or NetPhone service	Included
Local	Calls to any standard fixed line telephone service in your local area	Included
National	Calls to any standard fixed line telephone service in Australia	Included
Mobile	Calls to any standard mobile phone service in Australia	\$0.29 (per 30 second blocks)
International	Calls to any service outside of Australia	\$0.15 flagfall + from \$0.05 per minute

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute
- International rates vary depending on the country/destination you are calling; and these are listed (along with the charges for other call types) on our website at [www.iinet.net.au/nbn/fibre-phone](http://www.iinet.net.au/nbn/fibre-phone). Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. A list of these countries is available at [iihelp.iinet.net.au/support/node/11531/](http://iihelp.iinet.net.au/support/node/11531/)

### **Early Termination Charge**

There is no early termination charge for NBN Fibre Phone. However any associated terms, fees and guarantees will be applicable and you will be liable for the associated break fees should you cancel any other contract with your iiNet NBN Fibre Service or any associated iiNet hardware.

## **Other Information**

### **Usage Information**

Customers can obtain information on their Residential Fibre Phone service by logging in at <https://toolbox.iinet.net.au>

### **Fibre Phone and Power Outages**

The Fibre Phone service will be delivered via the NBN and will be battery backed-up by the NBN Co supplied Power Supply Unit (PSU and battery). This allows you to use your telephone service to make and receive calls during a power outage.

The NBN Co supplied first battery will only provide back-up power to the Fibre Phone service for up to 8 hours supporting a single Fibre Phone service.

### **Incompatible Equipment**

Please be aware that any existing services operating on your phone line may not work, such as back-to-base alarms, personal response systems, or fax machines. Please check with your device manufacturer or provider to see if the device is NBN compatible.

### **Customer Service Contact Details**

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing [support@iinet.net.au](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://www.iinet.net.au/contact)

### **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 [https://iihelp.iinet.net.au/Complaints\\_escalation\\_process](https://iihelp.iinet.net.au/Complaints_escalation_process)

### **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 [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)