

# Critical Information Summary:

## iiNet ULTRA FTTB

### About the Service

The iiNet FTTB service is a broadband internet service which uses Vision Network's Fibre to the Building Network to deliver internet connectivity to the Network Boundary Point at your premises.

With our iiNet FTTB plan we offer our FTTB Phone (ULTRA Phone) service, providing the option to make calls at pay as you go rates.

The Critical Information Summary for FTTB Phone, which outlines the pay as you go call rates, can be found at: [www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf](http://www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf)

### Included Features

There are a range of value-added features included, with further detail at [www.iinet.net.au/fttb](http://www.iinet.net.au/fttb)

- Limitless data
- FTTB Phone service (Pay As You Go)
- 24/7 customer service

### Minimum Term

ULTRA FTTB plans are available on a no lock-in contract. You may cancel at any time.

### Early Cancellation Fees

- As this product is provided on a no lock-in contract, there are no early cancellation fees if you choose to cancel.
- However, please be aware that cancelling your Broadband service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with an iiNet Broadband service (such as Fetch or VOIP Call Packs). Should those products have their own contract, you will be liable for their associated break fees.

### Hardware Non-Return Fees

- If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to return the modem to us in good working order within 21 days of withdrawing your order. Otherwise, a \$60 modem fee will apply.

### Fetch Fees

- If you have selected a Fetch add-on with this plan and would like to withdraw your order from us or remove your Fetch subscription, your Fetch setup fees will be credited back to your account, provided that:
  - a) your service has not yet been activated; and
  - b) the Fetch Set Top box supplied to you is returned to us in good working order within 21 days of withdrawing your order or removing your Fetch subscription.
- If you cancel your Fetch subscription after your Fetch service has been activated, any applicable Fetch payment fees are non-refundable.

### Plans

Plan Name	Typical Evening Speed*	Monthly Included Data	FTTB Phone Call Charges	Monthly Charge	Total Min. Charge (no lock-in)
<b>ULTRA FTTB Limitless Max</b>	90 Mbps	Unlimited	Pay as you go**	\$89.99	\$99.99

- Total Minimum Charge on no lock-in contract includes one month of plan fees plus \$10 modem delivery fee.
- **\*FTTB Speeds:** Typical evening speed indicates download speed and is measured between 7pm-11pm. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Upload connection speed is up to 20Mbps. For more information, visit [www.iinet.net.au/fttb](http://www.iinet.net.au/fttb)
- **\*\* Call charges:** Any calls made using your service will be subject to extra charges at pay as you go rates. Please see the ULTRA Phone Critical Information Summary for these rates and charges: [www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf](http://www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf)
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges.

Further information: [www.iinet.net.au/fttb](http://www.iinet.net.au/fttb)

Information is current as of 14/12/2022, is subject to change without notice and all prices quoted include GST

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- Changed or Missed Appointment Fees and Incorrect Call Out Fees may apply if you cancel or reschedule your installation appointment with less than 3 business days' notice or request a technician to fix a fault that is beyond the Network Boundary Point.

### Availability

This service is available at select buildings serviced by Vision Network's FTTB Network. Use our coverage checker at [www.iinet.net.au/home](http://www.iinet.net.au/home) to check iiNet FTTB availability at your address.

### Required Equipment

- You will be supplied an iiNet FTTB ready modem (which is WiFi and VoIP enabled). You require this modem to use your FTTB and FTTB Phone service. Third party modems are not supported. The cost of the modem is included, however you will be required to pay a \$10 modem delivery fee.
- A technician appointment is required to install any required ULTRA FTTB equipment at your address.
- You or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. We will advise you of the date and time of the installation appointment once you have received the modem. You should receive the modem within 2-5 working days after it has been dispatched from our warehouse.
- You will also need to supply your own standard phone handset (approved for use in Australia) to use your included FTTB Phone service.

### Excess Data Usage

iiNet FTTB plans include unlimited monthly data and are not subject to excess data usage fees or restrictions.

### Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [toolbox.iinet.net.au](http://toolbox.iinet.net.au)

iiNet Customer Service		Support & Billing	Sales
Phone:		13 22 58	13 19 17
Email:		<a href="mailto:support@iinet.net.au">support@iinet.net.au</a>	<a href="mailto:sales@iinet.net.au">sales@iinet.net.au</a>
<b>Complaints Handling</b> If you are dissatisfied with iiNet, please contact us first, through our escalation process at <a href="https://help.iinet.net.au/complaint-handling-policy">https://help.iinet.net.au/complaint-handling-policy</a> so we can try and resolve your complaint.	<b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.  TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a>	<b>Broadband Education Package</b> Additional broadband information is available from Communications Alliance at: <a href="http://www.commsalliance.com.au/BEP">www.commsalliance.com.au/BEP</a>	