Critical Information Summary:
iiNet ULTRA FTTB

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About the Service

The iiNet ULTRA 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.

iiNet ULTRA FTTB plans include the following components:
- Unlimited data
- FTTB Phone service ("ULTRA Phone")
  (no included calls – calls charged at 'Pay As You Go' rates only)

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 $99.95 modem non-return fee will apply.

Minimum Term

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

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.

Plan Details

Plan Name	Typical Evening Download Speed*	Typical Evening Upload Speed*	Monthly Included Data	FTTB Phone Call Charges	Monthly Charge	Total Min. Charge#
ULTRA FTTB50	50Mbps^	15Mbps^	Unlimited	Pay as you go**	$69.99	$79.99
ULTRA FTTB100	92Mbps*	25Mbps*	Unlimited	Pay as you go**	$74.99	$84.99
ULTRA FTTB250	220Mbps^	25Mbps^	Unlimited	Pay as you go**	$79.99	$89.99
ULTRA FTTB Max	500Mbps^	25Mbps^	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 download is measured between 7pm-11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan. 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. ^Estimated Typical evening download speed is measured between 7pm-11pm. As this is a new plan, the speed stated here is currently based on an estimate. iiNet will revise the typical evening download speed once it has collected enough data on the speed performance for these plans. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For more information, visit **www.iinet.net.au/fttb**
- iiNet ULTRA FTTB plans include unlimited monthly data and are not subject to excess data usage fees or restrictions.
- **** Call charges:** Any calls made using your service will be subject to extra charges at pay as you go rates.
- 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**

- 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** to check iiNet ULTRA FTTB availability at your address.

Required Equipment

- You will be supplied an iiNet ULTRA 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.
- If an FTTB installer is required to attend your premises, you or an authorised person over the age of 18 must be home on the day of installation. We will advise you of the date and time of the installation appointment. 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.

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: **toolbox.iinet.net.au**

Call Charges – Pay As You Go

Local Calls to Landlines in the same area code	Standard National Calls to Landlines	Calls to Australian Mobile^	International Calls^^	1300 & 13
15c /call untimed	15c /call untimed	29c/min	From 5c/min	30c/call untimed

- **^**Calls to Australian Mobiles are charged per 30 second block. A standard national mobile call incurs a per minute rate of $0.29. A 2 minute standard national mobile call will cost $0.58.
- **^^**International rates vary by destination, see full list of rates: **www.iinet.net.au/phone/netphone-voip/international/**. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.
- iiNet ULTRA Phone services include the following features:
    - 3-Way Calling
    - Call Barring
    - Call Waiting
    - Calling Line ID Blocking
    - Call Forwarding
- No flagfall charges. Acceptable Use Policy applies: **www.iinet.net.au/about/legal/cra/iinet-group-acceptable-use-policy.pdf**
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. Refer to: **www.help.iinet.net.au/high-risk-call-blocking-explained**
- Not all call types are supported. Calls to 19/1900 numbers, International special services numbers (e.g. toll-free and premium numbers) and calls to satellite phones are not included.

Optional Call Packs

Call packs can be added to ULTRA Phone (FTTB). For further information go to **www.iinet.net.au/fttb**.

- Value Call Pack (unlimited calls to Australian mobiles and landlines plus 100 minutes to standard international landlines and mobiles*) for $10 per month.
- Premium Call Pack (unlimited calls to Australian mobiles and landlines plus unlimited calls to standard landlines and mobiles in our top 15 international destinations**) for $20 per month.

- *100 international minutes include the first 100 minutes to standard landlines and mobiles in select international destinations. See website for a list of included countries: **www.iinet.net.au/fttb**. Countries may vary. Standard international call rates apply thereafter. Unused minutes expire at the end of each month.

- International Top 15 destinations: Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, UK and US. Standard international call rates apply to calls to other countries.

iiNet Customer Service		Support & Billing	Sales
	Phone:	**13 22 58**	**13 19 17**
	Email:	**support@iinet.net.au**	**sales@iinet.net.au**

Complaints Handling	Telecommunications Industry Ombudsman (TIO)	Broadband Education Package
If you are dissatisfied with iiNet, please contact us first, through our escalation process at **https://help.iinet.net.au/complaint-handling-policy** so we can try and resolve your complaint.	If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance. TIO **P: 1800 062 058** **www.tio.com.au/making-a-complaint**	Additional broadband information is available from Communications Alliance at: **www.commsalliance.com.au/BEP**

*Further information: **www.iinet.net.au/fttb***

Information is current as of 10/07/2024, is subject to change without notice and all prices quoted include GST   Page **3** of **3**