

# Critical Information Summary:

## iiNet FTTB Phone

### About the Service

iiNet FTTB Phone is a phone service which allows you to make cheap calls with your residential FTTB broadband internet service, instead of your traditional phone line. iiNet FTTB Phone may be supplied as Netphone (VoIP) to a compatible Voice port (typically an RJ11 port on your modem) (**Netphone**)

- For Netphone provided through other broadband internet services please see: <http://www.iinet.net.au/about/legal/cis/cis-voip.pdf>

### Included Features

There are a range of value-added features included with iiNet FTTB Phone services

- 3-Way Calling
- Call Barring
- Call Waiting
- Calling Line ID Blocking
- Call Forwarding

### Minimum Term

- No minimum term applies for iiNet FTTB Phone, but there may be one for your internet plan.

### Early Cancellation Fees

- iiNet FTTB Phone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired iiNet FTTB plan. Cancellation of your paired iiNet FTTB plan will result in cancellation of your iiNet FTTB Phone service.

### Withdrawal Fees

- iiNet FTTB Phone plans have no withdrawal fees, but there may be one for your iiNet FTTB plan.

### Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
15c /call untimed <i>Included with selected plans<sup>^</sup></i>	15c /call untimed <i>Included with selected plans<sup>^</sup></i>	29c/min <i>Included with selected plans<sup>^</sup></i>	From 5c/min	30c/call untimed

\*Calls to Australian Mobiles are charged per 30 second block

\*\*International rates vary by destination, see full list of rates: <http://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.

<sup>^</sup>Refer to relevant product Critical Information Summary for detail on plans with included value.

- No flagfall charges. Acceptable Use Policy applies: <https://assets.iinet.net.au/website/about/legal/>
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. Refer to: <http://www.iihelp.iinet.net.au/support/node/11531>
- Not all call types are supported. For more information visit [www.iinet.net.au/fttb](http://www.iinet.net.au/fttb)
- If you chose a plan that includes standard calls to landlines in our top 15 international countries, our top 15 international countries are Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States. Standard rates apply to other countries.

### Call Packs

- Call packs are not available on iiNet FTTB Phone.

### Availability

- iiNet FTTB Phone is only available with an iiNet FTTB plan. You will find information about the different FTTB plans and you can check if they are available at your address at [www.iinet.net.au/fttb](http://www.iinet.net.au/fttb).

### Required Equipment

- iiNet FTTB Phone requires an internet connection to work. This means you will not be able to make calls (including to 000) if your broadband connection isn't working or the power fails.
- You will need to use the supplied modem to use your iiNet FTTB Phone service.
- You will also need a standard phone handset (approved for use in Australia) to use your included iiNet FTTB Phone service.

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

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

- iiNet FTTB Phone is offered on the basis that you waive the Customer Service Guarantee.

## Monitoring Your Usage

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

## Priority Assistance

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

<b>iiNet Customer Service</b> Support & Billing <b>P: 13 22 58</b> E: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a>  Sales <b>P: 13 19 17</b> E: <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 <b><a href="http://iihelp.iinet.net.au/Complaints_escalation_process">iihelp.iinet.net.au/Complaints_escalation_process</a></b> 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>
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