

# Critical Information Summary:

## ULTRA Cable

### About the Service

The Cable service is a residential broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver fast broadband speeds within Mildura, Geelong and Ballarat.

With our ULTRA Cable plan we offer our ULTRA Phone service at no additional cost, providing unlimited Local & Standard National calls. Any calls that are not included in the ULTRA phone service (such as mobile, international and 1300 calls) will be subject to extra charges.

The Critical Information Summary for ULTRA Phone 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/cable](http://www.iinet.net.au/cable)

- Limitless data
- ULTRA Phone service (Local & Standard National Calls)
- 24/7 customer service

### Minimum Term

ULTRA Cable 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.

### 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	Estimated Typical Evening Download Speed*	Estimated Typical Evening Upload Speed*	Monthly Included Data	ULTRA Phone Included Calls	Monthly Charge	Total Min. Charge (no lock-in contract)
<b>ULTRA Cable</b> <b>Limitless Incl LN Calls</b>	90Mbps	17Mbps	Limitless	Local & Standard National (Landline only)**	\$89.99	\$89.99

- Total Minimum Charge on no lock-in contract is one month of plan fees.
- **\*Cable Speeds:** Estimated typical evening download speed is measured between 7pm-11pm. As this is a new plan, the typical evening download 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 this plan. 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 customer cabling and equipment, download source, and line length. For more information, visit [www.iinet.net.au/cable](http://www.iinet.net.au/cable)
- **\*\* Call charges:** Calls that are not included in this service (i.e. mobile, international and 1300 calls) will be subject to extra charges. 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/cable](http://www.iinet.net.au/cable)

Information is current as of 01/02/2023, is subject to change without notice and all prices quoted include GST

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## Availability

ULTRA Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by Vision Network's Hybrid Fibre-Coaxial Cable network. Use our address checker at [www.iinet.net.au/home](http://www.iinet.net.au/home) to confirm Cable availability at your address.

## Required Equipment

- A technician appointment is required to install any required ULTRA Cable equipment at your address. The technician will supply you with an ULTRA Cable ready modem (which is WiFi and VoIP enabled) on the installation date. You require this modem to use your Cable and ULTRA Phone service. Third party modems are not supported.
- 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 after registration.
- You will also need to supply your own standard phone handset (approved for use in Australia) to use your included ULTRA Phone service.

## Excess Data Usage

ULTRA Cable plans include Limitless monthly data and are not subject to excess data usage fees or restrictions.

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 P: 1800 062 058 <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>	