Critical Information Summary: iiNet ULTRA Cable

About the Service

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

iiNet Ultra Cable plans include the following components:

- Unlimited data
- Cable Phone service ("ULTRA Phone") with Local and Standard National Calls

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.

Minimum Term

iiNet Ultra Cable 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.

Plans Details

Plan Name	Estimated Typical Evening Download Speed^	Estimated Typical Evening Upload Speed^	Monthly Included Data	ULTRA Phone Included Calls	Monthly Charge	Total Min. Charge#
ULTRA Cable50	45Mbps	15Mbps	Unlimited	Local & Standard National (Landline only)**	$69.99	$69.99
ULTRA Cable100	90Mbps	25Mbps	Unlimited	Local & Standard National (Landline only)**	$74.99	$74.99
ULTRA Cable250	220Mbps	25Mbps	Unlimited	Local & Standard National (Landline only)**	$79.99	$79.99
ULTRA Cable Max	500Mbps	25Mbps	Unlimited	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. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For more information, visit **www.iinet.net.au/cable**
- iiNet ULTRA Cable plans include unlimited monthly data and are not subject to excess data usage fees or restrictions.
- **** Call charges:** Calls that are not included in this service (i.e. mobile, international and 1300 calls) will be subject to extra charges.
- 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.

Availability

iiNet 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** 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

Further information: www.iinet.net.au/cable

- 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.

Call Charges

Local Calls to Landlines in the same area code	Standard National Calls to Landlines	Calls to Australian Mobile^	International Calls^^	1300 & 13
Unlimited	Unlimited	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 (Cable). For further information go to **www.iinet.net.au/cable**.
    - Mobile Call Pack (unlimited calls to Australian mobile numbers) for $10 per month.
    - International Call Pack (unlimited calls to standard international landlines in our top 20 international destinations*) for $10 per month.
- *International Top 20 destinations: UK, Germany, Hong Kong, Canada, USA, France, Netherlands, New Zealand, Singapore, Ireland, China, South Africa, South Korea, Indonesia, Italy, Japan, Malaysia, Sweden, Switzerland and Taiwan. 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/cable