

Critical Information Summary

IINET ULTRA FTTB



Plan	ULTRA FTTB50	ULTRA FTTB100	ULTRA FTTB250	ULTRA FTTB Max
Monthly Charge	\$69.99	\$74.99	\$79.99	\$89.99
Typical Evening Download Speed (7pm-11pm)	50Mbps [#]	91Mbps	220Mbps [#]	500Mbps [#]
Actual Download Speed Range	45-50Mbps	70-100Mbps	200-250Mbps	251Mbps-1Gbps
Typical Evening Upload Speed (7pm-11pm)	15Mbps	25Mbps	25Mbps	25Mbps
Actual Upload Speed Range	16-20Mbps	20-40Mbps	20-50Mbps	20-50Mbps
Monthly Included Data	Unlimited			
ULTRA Phone Call Inclusions	Pay as you go**			
Total Min. Charge (no lock-in)	\$79.99	\$84.99	\$89.99	\$99.99

Total Minimum Charge on no lock-in contract is one month of plan fees plus \$10 modem delivery fee.

**Calls that are not included in this service (i.e. mobile, international and 1300 calls) will be subject to extra charges.

Information About The Service

Service Description

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")

Minimum Term

iiNet 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 \$114.95 modem non-return fee will apply.

Availability

This service is available at select buildings serviced by Vision Network's FTTB Network. Use our [coverage checker](#) to check iiNet ULTRA FTTB availability at your address.

Speeds

Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are 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 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 of the plans. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For more information, visit [here](#).

Equipment Required

You will be supplied an iiNet ULTRA FTTB ready modem (which is Wi-Fi 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.

Call Charges

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](#). 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.

Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. : For more information, refer [here](#).

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, click [here](#).

- 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. Countries may vary. Standard international call rates apply thereafter. Unused minutes expire at the end of each 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.

Other Information

Toolbox	You can monitor your ULTRA FTTB data and/or voice usage by logging into Toolbox online.
Broadband Education Package	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here .
We're here to help	<p>Sales Phone: 13 19 17 Email: sales@iinet.net.au</p> <p>Support & Billing Phone: 13 22 58 Email: support@iinet.net.au</p>
Complaints Handling	If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined here .
Telecommunications Industry Ombudsman	<p>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO Phone: 1800 062 058 www.tio.com.au/making-a-complaint</p>