

Critical Information Summary:

Fibre Phone on NBN

Information About The Service

Fibre Phone on the NBN combines the best features of traditional landline phone services, such as the ability to use a traditional handset, with the cost-effective call charges of Voice over IP.

Requirements and Availability

This service is available only when paired with an active iiNet NBN Fibre service. If your fibre plan is cancelled, your Fibre Phone service will also be cancelled. Full details on the NBN Fibre service are available at www.iinet.net.au/about/legal/cis/cis-nbn-fibre.pdf

A standard telephone handset (approved for use in Australia) is required to use iiNet Fibre Phone. The telephone handset is not provided by iiNet unless otherwise specified in your application.

Minimum Term

No minimum terms are applied to iiNet Fibre Phone.

Included Features

There are a range of value-added features included with iiNet Fibre Phone, with further detail available at www.iihelp.iinet.net.au/support/node/1852.

3-Way Calling	Call Forwarding	Calling Line ID Blocking	Call Return
Call Waiting	Do Not Disturb	Voice Mail	

Information About Pricing

Monthly Charges

- The minimum monthly charge for iiNet Fibre Phone is the monthly rental fee of \$19.95.
- Total minimum cost for iiNet Fibre Phone is \$19.95 Fibre Phone, \$49.95 NBN Residential 1 Plan (20GB/20GB) + 12/1 Mbps turbo pack, \$200 Contract Break Fee (as Fibre Phone is only available in a contracted NBN Fibre bundle), plus any calls made.

Call Charges

Calls to other iiNet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Included	Included	Included	29c/min (per 30 second block)	From 5c/min	30c untimed

*Calls to Australian Mobiles are charged per 30 second block

**International rates vary by destination, full rates at iinet.net.au/phone/netphone-voip/international

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute.
- Included local & standard national calls are subject to our Acceptable Use policy available at www.iinet.net.au/about/legal.
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. A list of these countries is available at www.iihelp.iinet.net.au/support/node/11531/

Further information: www.iinet.net.au/internet/broadband/nbn/fibre-phone/

Setup Fee

No setup fees are charged with iiNet Fibre Phone.

If you want to keep using any other phone sockets in your home, you will need to get a registered cabler to come and connect these up to your NBN Fibre service. You will be responsible for the cost of any such cabling work.

Cancellation Fees

iiNet Fibre Phone is not contracted, and as a result no cancellation fees are applied.

Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 29c per minute with no flagfall charges.

- A 2 minute national mobile call will cost \$0.58

Other Information

Usage Information

Customers can obtain information on their Fibre Phone usage information at <https://toolbox.iinet.net.au>

Fibre Phone and Power Outages

The Fibre Phone service is delivered via the NBN and has the ability to work in a power outage if a battery backup is installed with your NBN Fibre service. In order for your service to work in a power outage please be aware;

- You must have an active battery back-up unit installed. (You can get this installed at no extra cost when you apply for NBN Fibre with iiNet)
- You will need a non-powered traditional telephone or telephone with a back-up power supply connected to the voice port on the NBN Connection Box.
- During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

Incompatible Equipment

Please be aware that any existing services operating on your phone line may not work, such as back-to-base alarms, personal response systems, fax machines or EFTPOS. Please check with your device manufacturer or provider to see if the device is NBN Fibre compatible.

Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing support@iinet.net.au, or for Sales assistance via **13 19 17** or emailing sales@iinet.net.au or via appropriate contact form to the appropriate area at www.iinet.net.au/contact

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at https://iihelp.iinet.net.au/Complaints_escalation_process

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint

Further information: www.iinet.net.au/internet/broadband/nbn/fibre-phone/