

Critical Information Summary:

NBN Phone

Information About The Service

NBN Phone is a phone service which allows you to make cheap calls with your residential NBN broadband internet service, instead of your traditional phone line. NBN Phone may be supplied as Netphone (VoIP) to a compatible Voice port (typically an RJ11 port on your modem) (**Netphone**) or as Fibre Phone to the provisioned Voice port (typically 'UNI-V 1') on your NBN Connection Box with some Fibre to the Premises (FTTP) connections (**Fibre Phone**).

For Netphone provided through other broadband internet services please see the VoIP Critical Information Summary at: www.iinet.net.au/about/legal/cis/cis-voip.pdf

Requirements & Availability

NBN Phone is only available with an iiNet NBN (FTTP, FTTB, FTTN or HFC) or NBN Wireless plan. NBN Phone is not available on NBN Satellite and is not sold as a standalone service. You will find information about the different NBN plans and check if they are available at your address at www.iinet.net.au/nbn and www.iinet.net.au/nbnwireless

You will require a VoIP enabled modem to use your NBN Phone service when supplied as Netphone. If your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA). Some NBN applications (including all NBN HFC) require you to purchase an iiNet modem (which is WiFi and VoIP enabled).

You will also need a standard phone handset (approved for use in Australia) to use your included NBN Phone service.

A waiver of the Customer Service Guarantee is required for NBN Phone.

Minimum Term

No minimum term applies for NBN Phone, but there may be one for your NBN plan.

Included Features

All NBN Phone services include a range of great features listed in the table below. Check out other features you can get at www.iinet.net.au/nbn-phone, additional fees may apply.

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

Information About Pricing

Monthly Charges

No monthly rental is charged with NBN Phone as it is included with your NBN plan

Call Charges

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

*Calls to Australian Mobiles are charged per 30 second block

**International rates vary by destination, full rates at www.iinet.net.au/nbn-phone. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

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

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

[^]NBN Wireless is not eligible for Turbo or MAX plans.

- No flagfall charges. Acceptable Use Policy applies and is 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
- Not all call types are supported. For more information visit www.iinet.net.au/nbn-phone

Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable use policy applies. For more information visit www.iinet.net.au/nbn-phone

Call Value Pack	Monthly Pack Price
All your calls to landlines in our top 20 international destinations	\$10

Setup Fee

No setup fees are charged with NBN Phone services.

Early Cancellation Fees

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

Other Information

Usage Information

Customers can obtain information on their NBN Phone usage at toolbox.iinet.net.au

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 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 tio.com.au/making-a-complaint