

# Critical Information Summary:

## ULTRA Phone

### About the Service

ULTRA Phone is a phone service which allows you to make cheap calls using your ULTRA FTTB, VDSL2 or Cable broadband internet service, instead of your traditional phone line. ULTRA Phone is supplied as VoIP (Voice over Internet Protocol) to a compatible voice port (a RJ11 port on your iiNet-supplied modem).

- For Netphone VoIP via Cable and VDSL2 broadband services that do not have 'ULTRA' in the plan name, please see: [www.iinet.net.au/about/legal/cis/cis-voip.pdf](http://www.iinet.net.au/about/legal/cis/cis-voip.pdf)

### Included Features

There are a range of value-added features included with iiNet ULTRA Phone services

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

### Call Charges

| Local Calls       | Standard National Calls | Calls to Australian Mobile* | International** | 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: [www.iinet.net.au/phone/netphone-voip/international/](http://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.

- Some ULTRA broadband plans have included calls. Calls that are not included are charged at the above rates.
- No flagfall charges. Acceptable Use Policy applies: [www.iinet.net.au/about/legal/cra/iinet-group-acceptable-use-policy.pdf](http://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](http://www.help.iinet.net.au/high-risk-call-blocking-explained)
- Not all call types are supported. For more information visit [www.iinet.net.au/fttb](http://www.iinet.net.au/fttb) or [www.iinet.net.au/vdsl2](http://www.iinet.net.au/vdsl2) or [www.iinet.net.au/cable](http://www.iinet.net.au/cable)
- ULTRA Phone (FTTB) only:** for plan that includes standard calls to landlines in our top 15 international countries, which are Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States. Standard rates apply to other countries.

### Call Packs

- Call packs are not available on ULTRA Phone (FTTB) but can be added to ULTRA Phone (Cable) and ULTRA Phone (VDSL2). For further information go to [www.iinet.net.au/vdsl2](http://www.iinet.net.au/vdsl2) or [www.iinet.net.au/cable](http://www.iinet.net.au/cable);
  - International Call Pack (all your calls to landlines in our top 20 international destinations) for \$10 per month.
  - Mobile Call Pack (all your calls to Australian mobile numbers) for \$10 per month.

### Availability

- ULTRA Phone is only available with an ULTRA broadband plan. You will find information about the different ULTRA broadband plans and you can check if they are available at your address at [www.iinet.net.au/fttb](http://www.iinet.net.au/fttb) or [www.iinet.net.au/vdsl2](http://www.iinet.net.au/vdsl2) or [www.iinet.net.au/cable](http://www.iinet.net.au/cable).

### Required Equipment

- ULTRA Phone requires an internet connection to work. This means you will not be able to make calls (including to 000) if your broadband connection isn't working or the power fails.
- You will need to use the iiNet-supplied modem to use your ULTRA Phone service.
- You will also need a standard phone handset (approved for use in Australia) to use your included ULTRA Phone service.

### Customer Service Guarantee

ULTRA Phone is offered on the basis that you waive the Customer Service Guarantee.

### Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [toolbox.iinet.net.au](http://toolbox.iinet.net.au)

### Priority Assistance

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

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| <p><b>iiNet Customer Service</b><br/>Support &amp; Billing<br/><b>P: 13 22 58</b><br/><b>E: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a></b></p> <p>Sales<br/><b>P: 13 19 17</b><br/><b>E: <a href="mailto:sales@iinet.net.au">sales@iinet.net.au</a></b></p> | <p><b>Complaints Handling</b><br/>If you are dissatisfied with iiNet, please contact us first, through our escalation process <a href="http://iihelp.iinet.net.au/Complaints_escalation_process">iihelp.iinet.net.au/Complaints_escalation_process</a> so we can try and resolve your complaint.</p> | <p><b>Telecommunications Industry Ombudsman (TIO)</b><br/>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO<br/><b>P: 1800 062 058</b><br/><a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p> |
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