

# Critical Information Summary:

## ULTRA VDSL2

### About the Service

The ULTRA VDSL2 service is a broadband internet service which uses our own VDSL network to deliver superfast broadband speeds within the ACT.

For VDSL2 plan names that do not contain 'ULTRA' please see this Critical Information Summary:

[www.iinet.net.au/about/legal/cis/cis-vdsl2.pdf](http://www.iinet.net.au/about/legal/cis/cis-vdsl2.pdf)

With every ULTRA VDSL2 plan we offer our VDSL2 Phone (ULTRA Phone) service at no additional cost, offering great call rates and call inclusions depending on your plan of choice.

- The Critical Information Summary for VDSL2 Phone can be found at: [www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf](http://www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf)

### Included Features

There are a range of value-added features included, with further detail at [www.iinet.net.au/vdsl2](http://www.iinet.net.au/vdsl2)

- Liimitless data
- VDSL2 Phone offered
- 24/7 customer service

### Minimum Term

ULTRA VDSL2 plans are available on a no lock-in contract.

### Early Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- 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. Should those products have their own contract, you will be liable for their associated break fees.

### Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- You will also need to pay for any hardware that we have supplied to you, unless it is returned to us in its original condition.
- If you have selected to purchase a Fetch plan from us, the Fetch Setup fee paid will be credited back to your account once the Fetch Set Top box is returned to us in its original condition.

### Plans

Plan Name	Typical Evening Speed*	Monthly Included Data	VDSL2 Phone Call Charges	Monthly Charge	Total Min. Charge (no lock-in contract)
<b>ULTRA VDSL2 Liimitless Incl LN Calls</b>	74.2Mbps	Liimitless	Local & Standard National	\$79.99 <sup>^</sup>	\$109.98

- Total Minimum Charge on no lock-in contract is the setup fee (\$59.99), \$10 modem delivery fee plus one month of plan rental.
- <sup>^</sup>**VDSL2 Special Offer:** Sign up to the \$79.99 plan on a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. Plan will be charged at only \$39.99/month for the first 12 months, \$79.99/month thereafter. This offer ends 04/10/2022 and is only available to new customers.
- \*VDSL2 Speeds:** Typical evening speed indicates download speed and is measured between 7pm-11pm. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Upload connection speed is up to 20Mbps. For more information, visit [www.iinet.net.au/vdsl2](http://www.iinet.net.au/vdsl2)

### Setup Fees

- A \$59.99 setup fee is applicable when signing up to an ULTRA VDSL2 plan, which includes connection of VDSL2 to a single wall-socket in the premises.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.
- Additional costs apply for non-standard connections (e.g. underground).

Further information: [www.iinet.net.au/vdsl2](http://www.iinet.net.au/vdsl2)

Information is current as of 21/09/2022, is subject to change without notice and all prices quoted include GST

### Availability

ULTRA VDSL2 is only available within select locations in the ACT. Use our address checker at [www.iinet.net.au/vdsl2](http://www.iinet.net.au/vdsl2) to confirm VDSL2 availability at your address.

### Required Equipment

- You will be supplied an ULTRA VDSL2 ready modem (which is WiFi and VoIP enabled). You require this modem to use your VDSL2 and VDSL2 Phone service. Third party modems are not supported.
- You will also need a standard phone handset (approved for use in Australia) to use your VDSL2 Phone service.

### Excess Usage

ULTRA VDSL2 plans include limitless monthly data and are not subject to excess usage fees or restrictions.

### Monitoring Your Usage

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

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