# Critical Information Summary:
## ULTRA VDSL2

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### About the Service

The ULTRA VDSL2 service is a broadband internet service which uses Vision Network's VDSL network to deliver broadband 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**

With our ULTRA VDSL2 plan we offer our VDSL2 Phone (ULTRA Phone) service at no additional cost, providing unlimited Local & Standard National calls. Any calls that are not included in the ULTA phone service (such as mobile, international and 1300 calls) will be subject to extra charges.

The Critical Information Summary for VDSL2 Phone can be found at: **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**
- Liimitless data
- VDSL2 Phone service (Local & Standard National Calls)
- 24/7 customer service

### Minimum Term

ULTRA VDSL2 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 $60 modem fee will apply.

### Fetch Fees

- If you have selected a Fetch add-on with this plan and would like to withdraw your order from us or remove your Fetch subscription, your Fetch setup fees will be credited back to your account, provided that:
  a) your service has not yet been activated; and
  b) the Fetch Set Top box supplied to you is returned to us in good working order within 21 days of withdrawing your order or removing your Fetch subscription.

  If you cancel your Fetch subscription after your Fetch service has been activated, any applicable Fetch payment fees are non-refundable

### Plans

| Plan Name | Typical Evening Download Speed* | Typical Evening Upload Speed* | Monthly Included Data | VDSL2 Phone Call Charges | Monthly Charge | Total Min. Charge (no lock-in contract) |
|---|---|---|---|---|---|---|
| ULTRA VDSL2 Liimitless Incl LN Calls | 74.2Mbps | 17Mbps | Liimitless | Local & Standard National (Landline only)** | $89.99 | $99.99 |

- Total Minimum Charge on no lock-in contract includes one month of plan fees plus $10 modem delivery fee.
- **\*VDSL2 Speeds**: Typical evening download is measured between 7pm-11pm. Typical evening upload speed is 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 interference, customer cabling and equipment, download source, and line length. For more information, visit **www.iinet.net.au/vdsl2**
- ** Call charges: Calls that are not included in this service (i.e. mobile, international and 1300 calls) will be subject to extra charges. Please see the ULTRA Phone Critical Information Summary for these rates and charges: **www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf**

*Further information: **www.iinet.net.au/vdsl2***

- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges.
- Additional costs apply for non-standard connections (e.g. underground).

## Availability

ULTRA VDSL2 is only available within select locations in the ACT. Use our address checker at **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. The cost of the modem is included, however you will be required to pay a $10 modem delivery fee.
- A technician appointment is required to install any required ULTRA VDSL2 equipment at your address.
- You or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. We will advise you of the date and time of the installation appointment once you have received the modem. 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 VDSL2 Phone service.

## Excess Data Usage

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

## Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: **toolbox.iinet.net.au**

| iiNet Customer Service | | Support & Billing | Sales |
|---|---|---|---|
| | Phone: | **13 22 58** | **13 19 17** |
| | Email: | **support@iinet.net.au** | **sales@iinet.net.au** |

| **Complaints Handling** | **Telecommunications Industry Ombudsman (TIO)** | **Broadband Education Package** |
|---|---|---|
| If you are dissatisfied with iiNet, please contact us first, though our escalation process at **https://help.iinet.net.au/complaint-handling-policy** so we can try and resolve your complaint. | If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.<br><br>TIO<br>**P: 1800 062 058**<br>**www.tio.com.au/making-a-complaint** | Additional broadband information is available from Communications Alliance at: **www.commsalliance.com.au/BEP** |

*Further information: www.iinet.net.au/vdsl2*

Information is current as of 01/02/2023, is subject to change without notice and all prices quoted include GST          Page **2** of 2