

Critical Information Summary:

ULTRA VDSL2

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.

iiNet VDSL2 plan includes the following components:

- Unlimited data with a Typical Evening Download speed of 74Mbps and Typical Evening Upload speed of 17Mbps
- VDSL2 Phone service ("ULTRA Phone") with Local and Standard National Calls

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.

Minimum Term

- iiNet VDSL2 plan is available on a no lock-in contract. You may cancel at any time.

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:
 - your service has not yet been activated; and
 - 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 Details

Plan Name	Typical Evening Download Speed*	Typical Evening Upload Speed*	Monthly Included Data	VDSL2 Phone Call Charges	Monthly Charge	Total Min. Charge [#]
ULTRA VDSL2 Liimitless Incl LN Calls (100Mbps)	74.2Mbps	17Mbps	Unlimited	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
- iiNet VDSL2 plan includes unlimited monthly data and are not subject to excess data usage fees or restrictions.
- ^{**} **Call charges:** Calls that are not included in this service (i.e. mobile, international and 1300 calls) will be subject to extra charges.
- 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.

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

Information is current as of 17/05/2023, is subject to change without notice and all prices quoted include GST

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.

Call Charges

Local Calls to Landlines in the same area code	Standard National Calls to Landlines	Calls to Australian Mobile [^]	International Calls ^{^^}	1300 & 13
Unlimited	Unlimited	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/. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.
- iiNet ULTRA Phone services include the following features:
 - 3-Way Calling
 - Call Barring
 - Call Waiting
 - Calling Line ID Blocking
 - Call Forwarding
- No flagfall charges. Acceptable Use Policy applies: 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
- Not all call types are supported. Calls to 19/1900 numbers, International special services numbers (e.g. toll-free and premium numbers) and calls to satellite phones are not included.

Call Packs

- Call packs can be added to ULTRA Phone (VDSL2). For further information go to www.iinet.net.au/cable.
 - Mobile Call Pack (unlimited to Australian mobile numbers) for \$10 per month.
 - International Call Pack (unlimited calls to standard international landlines in our top 20 international destinations*) for \$10 per month.
- *International Top 20 destinations: UK, Germany, Hong Kong, Canada, USA, France, Netherlands, New Zealand, Singapore, Ireland, China, South Africa, South Korea, Indonesia, Italy, Japan, Malaysia, Sweden, Switzerland and Taiwan. Standard international call rates apply to calls to other countries.

iiNet Customer Service		Support & Billing	Sales
Phone:		13 22 58	13 19 17
Email:		support@iinet.net.au	sales@iinet.net.au
Complaints Handling If you are dissatisfied with iiNet, please contact us first, through our escalation process at https://help.iinet.net.au/complaint-handling-policy so we can try and resolve your complaint.	Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance. TIO P: 1800 062 058 www.tio.com.au/making-a-complaint	Broadband Education Package Additional broadband information is available from Communications Alliance at: www.commsalliance.com.au/BEP	

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

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