

Critical Information Summary:

VoIP

Information About The Service

iiNet VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line. To top it off, every iiNet VoIP plan includes all your local & national calls.

Requirements & Availability

You will require a VoIP-enabled ADSL modem (along with a handset) to connect your VoIP service. iiNet can sell or rent you a suitable device at additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

VoIP is not sold as a standalone service. A range of VoIP plans are available, and the table below details which plans are eligible by Broadband service type.

VoIP Plan	Eligibility
Netphone	All Residential ADSL Broadband, Fibre and NBN plans
Business Netphone	All Business ADSL Broadband, Fibre and NBN plans
iiTalk	Included with Naked DSL plans

Minimum Term

No minimum terms are applied to iiNet VoIP services.

Included Features

All iiNet VoIP services include a range of great features listed in the table below. A selection of enhanced features are available at an additional cost, with more detail at iinet.net.au/phone/netphone-voip/features

3-Way Calling	Call Forwarding	Calling Line ID Blocking	Call Return
Call Waiting	Do Not Disturb	Voice Mail	

Information About Pricing

Monthly Charges

iiNet offers 3 VoIP plans, each with a standard monthly rental, and varied call rates detailed further below

Plan Name	Minimum Monthly Charge	Total Minimum Cost
Netphone	\$9.95	\$208.85
Business Netphone	\$9.95	\$228.85
iiTalk	\$0.00	\$288.95

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total minimum cost for Netphone is \$9.95 Netphone, \$49.95 ADSL1 Home-1, \$79.95 DSL setup fee, \$69 DSL early termination fee, plus any calls made/additional charged features added.
- Total minimum cost for Business Netphone is \$9.95 Business Netphone, \$69.95 Business-1, \$79.95 DSL setup fee, \$69 early termination fee, plus any calls made/additional charged feature added.
- Total minimum cost for iiTalk is \$69.95 Naked Home-1, \$150 Naked DSL setup fee, \$69 early termination fee, plus any calls made/additional charged feature added.

Call Charges

Plan Name	Calls to other iiNet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Netphone	Included	Included	Included	29c/min	From 5c/min	30c untimed
Business Netphone						
iiTalk						

*Calls to Australian Mobiles are charged per 30 second block

**International rates vary by destination, full rates at iinet.net.au/phone/netphone-voip/international

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute.
- Included local & standard national calls are subject to our Acceptable Use policy available at iinet.net.au/about/legal

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 to all included calls. For more information visit iinet.net.au/phone/netphone-voip/

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

Setup Fee

No setup fees are charged with iiNet VoIP services.

Contracting & Early Cancellation Fees

iiNet VoIP plans aren't contracted, and as a result no early cancellation fees are applied.

Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 29c per minute with no flagfall charges.

- A 2 minute national mobile call will cost \$0.58

Other Information

Usage Information

Customers can obtain information on their VoIP 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