

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.

Requirements & Availability

VoIP is only available when bundled with an iiNet fixed line broadband service.

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

A waiver of the Customer Service Guarantee is required for all VoIP services. 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, NBN and Naked DSL plans
Business Netphone	All Business ADSL Broadband, Fibre, NBN and Naked DSL plans

Minimum Term

No minimum term applies for iiNet VoIP services. You should note that an iiNet broadband service that is acquired with a VoIP service may have a minimum term.

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

Plan Name	Netphone	Business Netphone
Minimum Monthly Charge	\$9.95*	\$9.95**
Total Minimum Cost	\$1,676.4	\$2,009.71

*Discounted to \$0 when bundled with a current iiNet residential NBN Fibre, NBN Fixed Wireless, Cable, FTTH, VDSL2 or Naked DSL plan

**Discounted to \$0 when bundled with a current iiNet Business Naked DSL plan

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total Minimum Cost includes the cost of broadband and line rental (where applicable), over a 24 month term, and excludes the cost of any calls made/additional charged features added.

Call Charges

Plan Name	Calls to other iiNet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International	1300 & 13
Netphone (with Naked DSL, NBN Fibre, Cable & VDSL2)	Included	15c untimed <i>Included with selected plans*</i>	15c untimed <i>Included with selected plans*</i>	29c/min <i>Included with selected plans*</i>	From 5c/min	30c untimed
Netphone Business Netphone	Included	Included	Included	29c/min	From 5c/min	30c untimed

*Calls to Australian Mobiles are charged per 30 second block

*Refer to relevant product Critical Information Summary for detail on plans with included call value

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute. Rates vary by destination. Full rates at iinet.net.au/phone/netphone-voip/international
- Included 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
All your calls to standard Australian mobile numbers**	\$20

*Not available with Naked DSL, NBN Fibre, Cable or VDSL2

**Only when bundled with Business Naked DSL

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. Cancellation fees may apply for any bundled broadband service.

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