

Critical Information Summary: VoIP

About the Service

iiNet VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

For VoIP services paired with a residential nbn® plan or iiNet ULTRA FTTH and plan names that contain 'ULTRA' on Cable and VDSL2 broadband, please see the relevant Critical Information Summary:

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

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 is available at an additional cost, with more detail at

<https://www.iinet.net.au/netphone>

- 3-Way Calling
- Call Waiting
- Call Forwarding
- Do Not Disturb
- Calling Line Blocking
- Voicemail
- Call return

Early Cancellation Fees

- The iiNet VoIP plans have no minimum term, and as a result no early cancellation fees are applied.
- Cancellation fees may apply for any bundled broadband service. Please refer to the CIS for the relevant services for more information.

Pricing

Plan Name	Netphone	Business Netphone
Minimum Monthly Charge	\$9.95*	\$9.95**

- *Discounted to \$0 when bundled with a current iiNet residential FTTH, VDSL2 or Cable.
- ** Discounted to \$0 when bundled with a current iiNet Business FTTH or VDSL2

Minimum Monthly Charge is the monthly rental fee associated with the VoIP service. Total Minimum Cost will depend on the broadband plan bundle and contract term.

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Netphone (with Cable, FTTH & VDSL2)	15c/call untimed	15c/call untimed	29c/min	From 5c/min	30c/call untimed
Business Netphone (with nbn® Fibre & VDSL2)	15c/call untimed Included with selected plans#	15c/call untimed Included with selected plans#	29c/min Included with selected plans#	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, full rates at <https://www.iinet.net.au/netphone>. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

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

Further information: www.iinet.net.au/phone/netphone

Information is current as of 04/06/2025, is subject to change without notice and all prices quoted include GST

Page 1 of 2

- No flagfall charges. Acceptable Use Policy applies and is available at iinet.net.au/about/legal
- Please note some destinations are blocked by default due to high fraud risk and can be unblocked by calling iiNet. A list of these destinations is available at help.iinet.net.au/high-risk-call-blocking-explained
- Not all call types are supported. For more information visit iinet.net.au/netphone/

Call Packs

Great value call packs (as below) are available at an additional monthly fee. Acceptable Use Policy applies. For more information, visit iinet.net.au/netphone/

Call Pack	Details	Monthly Price
LNM Call Pack	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223)), unlimited standard national calls and unlimited national calls to mobiles	\$10
International Call Pack	Unlimited international calls to any landline to the following 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.	\$10

Availability

- VoIP is only available when bundled with an iiNet fixed line broadband service.
- For VoIP services paired with a residential nbn® or Ultra broadband plan please see details on our nbn® Phone or Ultra Phone products.

Required Equipment

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

Customer Service Guarantee

VoIP is offered on the basis that you waive the Customer Service Guarantee.

Monitoring Your Usage

Customers can obtain information on their VoIP usage at toolbox.iinet.net.au

Priority Assist

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

iiNet Customer Service Support & Billing P: 13 22 58 E: support@iinet.net.au Sales P: 13 19 17 E: sales@iinet.net.au	Complaints Handling If you are dissatisfied with iiNet, please contact us first, through our escalation process so we can try and resolve your complaint. help.iinet.net.au/complaint-handling-policy	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/complaints
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