

Critical Information Summary

IINET ULTRA CABLE



Plan	ULTRA Cable50	ULTRA Cable100	ULTRA Cable250	ULTRA Cable Max
Monthly Charge	\$69.99	\$74.99	\$79.99	\$89.99
Typical Evening Download Speed (7pm-11pm)	50Mbps	100Mbps	250Mbps	800Mbps
Actual Download Speed Upon Installation	45-50Mbps	70-100Mbps	200-250Mbps	251Mbps-1Gbps
Typical Evening Upload Speed (7pm-11pm)	17Mbps	34Mbps	40Mbps	40Mbps
Actual Upload Speed Upon Installation	16-20Mbps	20-40Mbps	20-50Mbps	20-50Mbps
Monthly Included Data	Unlimited			
ULTRA Phone Call Inclusions	Local & Standard National (Landline only)**			
Total Min. Charge (no lock-in)	\$79.99	\$84.99	\$89.99	\$99.99

Total Minimum Charge on no lock-in contract is one month of plan fees plus \$10 modem delivery fee.

**Calls that are not included in this service (i.e. mobile, international and 1300 calls) will be subject to extra charges.

Information About The Service

Service Description

The iiNet Ultra Cable service is a residential broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver fast broadband speeds within Mildura, Geelong and Ballarat. iiNet Ultra Cable plans include the following components:

- Unlimited data
- Cable Phone service ("ULTRA Phone") with Local and Standard National Calls

Minimum Term

iiNet Ultra Cable 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 \$114.95 modem non-return fee will apply.

Availability

iiNet ULTRA Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by Vision Network's Hybrid Fibre-Coaxial Cable network. Use our [address checker](#) to confirm Cable availability at your address.

Speeds

Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. Speeds are not guaranteed and may vary. Actual throughput speeds may be slower and could vary due to various factors including customer cabling and equipment, download source, and length. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For more information, visit [here](#).

Equipment Required

A technician appointment is required to install any required ULTRA Cable equipment at your address. iiNet will supply you with an ULTRA Cable ready modem (which is WiFi and VoIP enabled). You require this modem to use your Cable and ULTRA Phone service. Third party modems are not supported. 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 after registration.

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.

You will also need to supply your own standard phone handset (approved for use in Australia) to use your included ULTRA 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](#). 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

Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. For more information, refer [here](#).

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.

Optional Call Packs

Call packs can be added to ULTRA Phone (Cable). For further information go to [here](#).

- Mobile Call Pack (unlimited calls 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.

Other Information

Toolbox	You can monitor your ULTRA Cable data and/or voice usage by logging into Toolbox online.
Broadband Education Package	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here .
We're here to help	<p>Sales Phone: 13 19 17 Email: sales@iinet.net.au</p> <p>Support & Billing Phone: 13 22 58 Email: support@iinet.net.au</p>
Complaints Handling	If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined here .
Telecommunications Industry Ombudsman	<p>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO Phone: 1800 062 058 www.tio.com.au/making-a-complaint</p>