

# Critical Information Summary

## IINET ULTRA VDSL2



Plan	ULTRA VDSL25	ULTRA VDSL50*	ULTRA VDSL100^	ULTRA VDSL Max^
Monthly Charge	\$39.99	\$69.99	\$74.99	\$79.99
Typical Evening Download Speed (7pm-11pm)	25Mbps <sup>#</sup>	50Mbps <sup>#</sup>	100Mbps	500Mbps <sup>#</sup>
Actual Download Speed Upon Installation	24-25Mbps	45-50Mbps	70-100Mbps	251Mbps-1Gbps
Typical Evening Upload Speed (7pm-11pm)	4Mbps	17Mbps	25Mbps	25Mbps
Actual Upload Speed Upon Installation	4-5Mbps	16-20Mbps	20-40Mbps	20-50Mbps
Monthly Included Data	Unlimited			
ULTRA Phone Call Inclusions	Local & Standard National (Landline only)**			
Total Min. Charge (no lock-in) if you return the modem (see below)	\$49.99	\$79.99	\$84.99	\$89.99
Total Min. Charge (no lock-in) including supplied modem	\$249.99	\$279.99	\$284.99	\$289.99

\*iiNet Ultra VDSL 50 plan is only available to existing iiNet Ultra VDSL customers choosing to switch their internet service to this plan at their current residential address ('Change of Plan').

^iiNet Ultra VDSL100 and ULTRA VDSL Max are offered at select addresses subject to available technology.

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

Total Minimum Charge on no lock-in contract is one month of plan fees plus \$200 modem and \$10 modem delivery fee.

Total Minimum Charge if you return the modem is one month of plan fees plus \$10 modem delivery fee.

## Information About The Service

### Service Description

The iiNet ULTRA VDSL2 service is a broadband internet service which uses Vision Network's Fibre to the Building Network to deliver broadband within the ACT.

iiNet ULTRA VDSL2 plans include the following components:

- Unlimited data
- VDSL2 Phone service ("ULTRA Phone") with Local and Standard National calls

### Minimum Term

iiNet ULTRA VDSL2 plans are available on a no lock-in contract. You may cancel at any time.

### Availability

iiNet ULTRA VDSL2 is only available within select locations in the ACT. Use our [address checker](#) to confirm VDSL2 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 for the plan. <sup>#</sup>Estimated typical evening download speed is measured between 7pm-11pm. As this is a new plan, the speed stated here is currently based on an estimate. iiNet will revise the typical evening download speed once it has collected enough data on the speed performance of the plans. Actual throughput speeds may be slower and could vary due to various factors including customer cabling and equipment, download source, and line length. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For more information, visit [here](#).

### Equipment Required

You must purchase and use the included iiNet Wi-Fi Max modem (which is Wi-Fi and VoIP enabled) (the Modem). You require the Modem to use your VDSL2 and VDSL2 Phone service. Third party modems are not supported. The Modem is \$0 when you stay connected for 24 months (Device Period), however you will be required to pay a \$10 modem delivery fee. If your plan is cancelled or withdrawn within 24 months of connecting, you will be charged a modem fee of \$200. Alternatively, if you return the Modem in Good Working Order within 21 days of your plan being cancelled or withdrawn, we will waive the modem fee. Title to the Modem passes to you when we receive payment in full, or upon expiry of the Device Period. If you choose to return the Modem in return for a waiver of the modem fee, title to the Modem remains with iiNet.

'Good Working Order' means the returned Modem is near new with only minor signs of wear and tear, and includes all original equipment.

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 the installation for a technician visit. We will advise you of the date and time of the installation appointment. 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). 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.

### 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, you may be required to pay for the Modem if you leave prior to 24 months and do not return it in Good Working Order within 21 days (refer to Total Minimum Charge under the Plans table above). If your order is withdrawn after receiving the Modem, then you will need to return the Modem to us in Good Working Order within 21 days of withdrawing your order. If you do not return the Modem, then you will be charged a Modem non-return fee of \$200.

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.

## Mobile Backup Feature

This optional feature allows you to configure the iiNet Wi-Fi Max modem to connect to a mobile hotspot network from your mobile phone and automatically use your mobile data during a Vision Network service outage. The feature requires use of your mobile data at your own cost. Check the data allowance and terms of use of your mobile service to ensure it is compatible with use of this feature. Speeds, availability and performance of the Mobile Backup feature are dependent on the capabilities and limitations of your mobile phone, mobile network coverage and plan speeds offered by your mobile data plan provider.

## Call Charges

Local Calls to Landlines in the same area code	Standard National Calls to Landlines	Calls to Australian Mobile <sup>^</sup>	International Calls <sup>^^</sup>	1300 & 13
Unlimited	Unlimited	29c/min	From 5c/min	30c/call untimed

<sup>^</sup>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.

<sup>^^</sup>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 (VDSL2). For further information, click [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 VDSL2 data and/or voice usage by logging into <a href="#">Toolbox</a> online.
Broadband Education Package	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies <a href="#">here</a> .
We're here to help	Sales Phone: <b>13 19 17</b> Email: <a href="mailto:sales@iinet.net.au">sales@iinet.net.au</a>  Support & Billing Phone: <b>13 22 58</b> Email: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a>
Complaints Handling	If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined <a href="#">here</a> .
Telecommunications Industry Ombudsman	If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.  TIO Phone: <b>1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a>