Critical Information Summary:
iiNet ULTRA FTTB

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About the Service

This iiNet FTTB service is a broadband internet service which uses the Fibre to the Building Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every iiNet FTTB plan we offer our FTTB Phone (ULTRA Phone) service at no additional cost, offering great call rates and call inclusions depending on your plan of choice.

- The Critical Information Summary for FTTB Phone can be found at: **www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf**

Included Features

There are a range of value-added features included, with further detail at **www.iinet.net.au/fttb**

- Liimitless data
- FTTB Phone offered
- 24/7 customer service

Minimum Term

iiNet FTTB plans are available on a no lock-in contract or a 6 month contract. A 6 month contract offers a $0 set-up fee ($99.95 on a no lock-in contract).

Early Cancellation Fees

- If you sign up to a 6 month contract term but terminate the service before the period ends, you will need to pay $99.95 break fee. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your iiNet FTTB service will also cancel any other iiNet products you've purchased that are only available when bundled with FTTB. Should those products have their own contract, you are liable for their associated break fees.

Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of $60. This is to cover our costs in preparing to supply the service to you.
- You will also need to pay for any hardware that we have supplied to you, unless it is returned to us in its original condition.
- If you have selected to purchase a Fetch plan from us, the Fetch Setup fee paid will be credited back to your account once the Fetch Set Top box is returned to us in its original condition.

Plans

Plan Name	Typical Evening Speed*	Monthly Included Data	FTTB Phone Call Charges	Monthly Charge	Total Min. Charge (no lock-in)	Total Min. Charge (6 month contract
ULTRA FTTB Liimitless Max	90Mbps	Liimitless	Pay as you go	$59.99	$169.94	$369.94
ULTRA FTTB Liimitless Max Incl LNM Calls	90Mbps	Liimitless	Includes standard calls to local, national, Australian mobiles & 100 international minutes	$69.99	$179.94	$429.94
ULTRA FTTB Liimitless Max Incl LNMI Calls	90Mbps	Liimitless	Includes standard calls to local, national, Australian mobiles & to our top 15 international countries	$79.99	$189.94	$489.94

- ***iiNet FTTB Speeds:** Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Upload connection speed is up to 20Mbps. For more information, visit **www.iinet.net.au/fttb**.
- Total Minimum Charge on no lock-in contract is the set-up fee ($99.95), $10 modem delivery fee plus one month of plan rental.
- The Total Minimum Charge on a 6 month contract is 6 months of plan rental plus $10 modem delivery fee.
- 100 international minutes include the first 100 minutes to standard landlines and mobiles in international destinations. Standard international rates apply thereafter. Unused minutes expire at the end of each month.

*Further information: **www.iinet.net.au/fttb***

- International Top 15 include calls to standard landlines and mobiles in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom and United States. Standard international rates apply to calls to other countries.
- International calls are billed in 1 minute increments and exclude calls to satellite phones or to special numbers (e.g. toll-free, directory services). Full list of FTTB Phone call rates is available at **www.iinet.net.au/fttb**

Setup Fees

- The below setup fee is applicable when signing up to an iiNet FTTB plan.

Service	Details	Charge (no lock-in contract)	Charge (6 month contract)
iiNet FTTB	Activation Fee	**$99.95**	**$0**

- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.
- Non-standard installations may incur additional fees.

Availability

This service is available at select buildings serviced by the iiNet FTTB Network. Use our coverage checker **www.iinet.net.au/fttb** to check iiNet FTTB availability at your address.

Required Equipment

- The iiNet FTTB service is only available in serviced buildings. FTTB availability can be checked using our address checker at **www.iinet.net.au/fttb**
- You will be supplied an iiNet FTTB ready modem (which is WiFi and VoIP enabled). You require this modem to use your FTTB and FTTB Phone service. Third party modems are not supported.
- You will also need a standard phone handset (approved for use in Australia) to use your FTTB Phone service.

Excess Usage

iiNet FTTB plans include liimitless monthly data and are not subject to excess usage fees or restrictions.

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: **toolbox.iinet.net.au**

iiNet Customer Service	Complaints Handling	Telecommunications Industry Ombudsman (TIO)
Support & Billing **P: 13 22 58** **E: support@iinet.net.au** Sales **P: 13 19 17** **E: sales@iinet.net.au**	If you are dissatisfied with iiNet, please contact us first, through our escalation process so we can try and resolve your complaint. **https://iihelp.iinet.net.au/Complaints_escalation_process**	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/making-a-complaint**

Further information: www.iinet.net.au/fttb

Information is current as of 16/04/2020, is subject to change without notice and all prices quoted include GST   Page **2** of 2