

Critical Information Summary:

iiNet FTTB Phone

Information About The Service

iiNet FTTB Phone is a phone service which allows you to make cheap calls with your residential iiNet FTTB broadband internet service, instead of your traditional phone line. iiNet FTTB Phone is supplied as Netphone (VoIP) to a compatible Voice port (typically an RJ11 port on your modem) (**Netphone**).

For Netphone provided through other broadband internet services please see the VoIP Critical Information Summary at: www.iinet.net.au/about/legal/cis/cis-voip.pdf or www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf (NBN™ only).

Requirements & Availability

The iiNet FTTB phone is only available with an iiNet FTTB plan.

You will find information about the different iiNet FTTB plans and check if they are available at your address at www.iinet.net.au/fttb

You will need to use the supplied modem to use your iiNet FTTB Phone service.

You will also need a standard phone handset (approved for use in Australia) to use your included iiNet FTTB Phone service.

A waiver of the Customer Service Guarantee is required for iiNet FTTB Phone.

Minimum Term

No minimum term applies for iiNet FTTB Phone, but there may be one for your internet plan.

Included Features

All iiNet FTTB Phone services include a range of great features listed in the table below. Check out other features you can get at www.iinet.net.au/fttb. Additional fees may apply.

3-Way Calling	Call Barring	Call Forwarding
Call Waiting	Calling Line ID Blocking	

Information About Pricing

Monthly Charges

No monthly rental is charged with iiNet FTTB Phone as it is included with your iiNet FTTB plan.

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Netphone	15c /call untimed <i>Included with selected</i>	15c /call untimed <i>Included with selected plans^</i>	29c/min <i>Included with selected plans^</i>	From 5c/min	30c/call untimed

*Calls to Australian Mobiles are charged per 30 second block

**International rates vary by destination, full rates at www.iinet.net.au/fttb. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

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

^Refer to relevant product Critical Information Summary for detail on plans with included value.

- If you chose a plan that includes standard calls to landlines in our top 15 international countries, our top 15 international countries are Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States. Standard rates apply to other countries.
- No flagfall charges. Acceptable Use Policy applies and is available at www.iinet.net.au/about/legal
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. A list of these countries is available at www.iihelp.iinet.net.au/support/node/11531
- Not all call types are supported. For more information visit www.iinet.net.au/fttb
- The iiNet FTTB Phone requires an internet connection to work. If means you will not be able to make calls (including to 000) if your broadband connection isn't working or the power fails. Please consider having an alternate phone service as back up.

Call Packs

Call Packs are not available on iiNet FTTB Phone.

Setup Fee

No setup fees are charged with iiNet FTTB Phone services.

Early Cancellation Fees

iiNet FTTB Phone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired iiNet FTTB plan. Cancellation of your paired iiNet FTTB plan will result in cancellation of your iiNet FTTB Phone service.

Other Information

Usage Information

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

Priority Assistance

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.

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

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