

Critical Information Summary

nbn® PHONE



Call Charges	
Local Calls	15c/call untimed
Standard National Calls	15c/call untimed
Calls to Australian Mobile*	29c/min
International**	From 5c/min
1300 & 13	30c/call untimed

*Calls to Australian Mobiles are charged per 30 second block

** International rates vary by destination, see full list of rates [here](#). Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

No flagfall charges. [Acceptable Use Policy](#) applies.

Please note some destinations are blocked by default due to high fraud risk and can be unblocked by calling iiNet. Refer [here](#).

Not all call types are supported.

No monthly rental is charged with nbn® Phone as it is included with your nbn® plan.

No setup fees are charged with nbn® Phone services.

Information About The Service

Service Description

nbn® Phone is a phone service which allows you to make cheap calls with your nbn® broadband internet service, instead of your traditional phone line. nbn® Phone is supplied as a VoIP service to a compatible Voice port (typically an RJ11 port) on your modem. For Netphone provided through other broadband internet services, please see [here](#). There are a range of value-added features included with nbn® Phone services.

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

Minimum Term

No minimum term applies for nbn® Phone, but there may be one for your nbn® plan.

Early Cancellation Fees

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

Withdrawal Fees

nbn® Phone plans have no withdrawal fees, but there may be one for your nbn® plan.

Availability

nbn® Phone is only available with an iiNet nbn® (FTTP, FTTB, FTTN, FTTC or HFC) or nbn® Wireless plan.

nbn® Phone is not available on nbn® Satellite and is not sold as a standalone service.

Check out the different nbn® plans and if they are available at your address here:

- [Residential nbn® Fibre plans](#)
- [Residential nbn® Wireless plans](#)

Equipment Required

You will require an iiNet Supplied VoIP enabled modem to use your nbn® Phone service. Our nbn® Phone services will not work on a third-party modem.

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

nbn® Phone is offered on the basis that you waive the Customer Service Guarantee.

Call Packs

Great value call packs (as below) are available at an additional monthly fee. [Acceptable Use Policy](#) applies.

Call Packs	Call Pack Inclusions	Monthly Charge
Basic	<ul style="list-style-type: none"> • Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 	\$5
Value	<ul style="list-style-type: none"> • Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles • 100 minutes each month to call any landline or mobile in any destination listed in the Value Call Pack in our International Call rates page (excluding satellite phones) 	\$10
Premium	<ul style="list-style-type: none"> • Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles • Unlimited international calls to any landline or mobile to the select 23 destinations (excluding satellite phones) 	\$15

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.

Other Information

Toolbox	You can monitor your 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	Sales Phone: 13 19 17 Email: sales@iinet.net.au Support & Billing Phone: 13 22 58 Email: support@iinet.net.au
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	If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance. TIO Phone: 1800 062 058 www.tio.com.au/making-a-complaint