

# Critical Information Summary

## nbn<sup>®</sup> 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<sup>®</sup> Phone as it is included with your nbn<sup>®</sup> plan. No setup fees are charged with nbn<sup>®</sup> Phone services.

### Information About The Service

#### Service Description

nbn<sup>®</sup> Phone is a phone service which allows you to make cheap calls with your nbn<sup>®</sup> broadband internet service, instead of your traditional phone line. nbn<sup>®</sup> 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<sup>®</sup> Phone services.

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

#### Minimum Term

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

#### Early Cancellation Fees

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

#### Withdrawal Fees

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

#### Availability

nbn<sup>®</sup> Phone is only available with an iiNet nbn<sup>®</sup> (FTTP, FTTB, FTTN, FTTC or HFC) or nbn<sup>®</sup> Wireless plan. nbn<sup>®</sup> 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
<b>Basic</b>	<ul style="list-style-type: none"> <li>• Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> </ul>	\$5
<b>Value</b>	<ul style="list-style-type: none"> <li>• Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> <li>• 100 minutes each month to call any landline or mobile in any destination listed in the Value Call Pack in our <a href="#">International Call rates</a> page (excluding satellite phones)</li> </ul>	\$10
<b>Premium</b>	<ul style="list-style-type: none"> <li>• Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> <li>• Unlimited international calls to any landline or mobile to the select <a href="#">23 destinations</a> (excluding satellite phones)</li> </ul>	\$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

<b>Toolbox</b>	You can monitor your voice usage by logging into <a href="#">Toolbox</a> online.
<b>Broadband Education Package</b>	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies <a href="#">here</a> .
<b>We're here to help</b>	<p>Sales Phone: <b>13 19 17</b> Email: <a href="mailto:sales@iinet.net.au">sales@iinet.net.au</a></p> <p>Support &amp; Billing Phone: <b>13 22 58</b></p>

	Email: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a>
<b>Complaints Handling</b>	If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined <a href="#">here</a> .
<b>Telecommunications Industry Ombudsman</b>	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="#">TIO website</a>