

Critical Information Summary:

NBN Phone

About the Service

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 may be supplied as Netphone (VoIP) to a compatible Voice port (typically an RJ11 port on your modem) (Netphone) or as Fibre Phone to the provisioned Voice port (typically 'UNI-V 1') on your NBN Connection Box with some Fibre to the Premises (FTTP) connections (Fibre Phone).

- For Netphone provided through other broadband internet services please see: <http://www.iinet.net.au/about/legal/cis/cis-voip.pdf>

Included Features

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.

Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
15c /call untimed <i>Included with selected plans[^]</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, see full list of rates: <http://www.iinet.net.au/phone/netphone-voip/international/>. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

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

- No flagfall charges. Acceptable Use Policy applies: <https://assets.iinet.net.au/website/about/legal/cra/iinet-group-acceptable-use-policy-v1.pdf>
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling iiNet. Refer to: <http://www.iihelp.iinet.net.au/support/node/11531>
- 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.

Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable Use Policy (<https://assets.iinet.net.au/website/about/legal/cra/iinet-group-acceptable-use-policy-v1.pdf>) applies.

- International Call Pack (all your calls to landlines in our top 20 international destinations) for \$10 per month. More information can be found at: <https://www.iinet.net.au/phone/home/international/>.

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 - <http://www.iinet.net.au/nbn/>;
 - Residential NBN Wireless plans - <http://www.iinet.net.au/nbnwireless/>; and

Further information: www.iinet.net.au/nbn or www.iinet.net.au/business/nbn or www.iinet.net.au/nbnwireless

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

- Business NBN plans - <http://www.iinet.net.au/business/nbn>.

Required Equipment

- You will require a VoIP enabled modem to use your NBN Phone service when supplied as Netphone. If your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA). Some of our NBN™ Phone services will not work on a third party modem and you will need to buy an iiNet modem to use the service.
- 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.

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: 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.

<p>iiNet Customer Service</p> <p>Residential Support & Billing P: 13 22 58 E: support@iinet.net.au</p> <p>Sales P: 13 19 17 E: sales@iinet.net.au</p> <p>Business Support & Billing P: 13 86 89 E: bizsupport@iinet.net.au</p> <p>Sales P: 13 86 89 E: biz-sales@iinet.net.au</p>	<p>Complaints Handling</p> <p>If you are dissatisfied with iiNet, please contact us first, through our escalation process iihelp.iinet.net.au/Complaints_escalation_process so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO)</p> <p>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
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