

# Critical Information Summary:

## VoIP

### Information About The Service

iiNet VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

#### Requirements & Availability

VoIP is only available when bundled with an iiNet fixed line broadband service. For VoIP services paired with a residential NBN plan, please see the NBN Netphone Critical Information Summary at: [www.iinet.net.au/about/legal/cis/cis-nbn-netphone.pdf](http://www.iinet.net.au/about/legal/cis/cis-nbn-netphone.pdf)

You will require a VoIP-enabled modem (along with a handset) to connect your VoIP service. iiNet can sell you a suitable device at an additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

A waiver of the Customer Service Guarantee is required for all VoIP services. VoIP is not sold as a standalone service. A range of VoIP plans are available, and the table below details which plans are eligible by Broadband service type.

VoIP Plan	Eligibility
Netphone	All Residential ADSL Broadband, Fibre and Naked DSL plans
Business Netphone	All Business ADSL Broadband, Fibre, Business NBN and Naked DSL plans

#### Minimum Term

No minimum term applies for iiNet VoIP services. You should note that an iiNet broadband service that is acquired with a VoIP service may have a minimum term.

#### Included Features

All iiNet VoIP services include a range of great features listed in the table below. A selection of enhanced features are available at an additional cost, with more detail at [www.iinet.net.au/phone/netphone-voip/features](http://www.iinet.net.au/phone/netphone-voip/features)

3-Way Calling	Call Forwarding	Calling Line ID Blocking	Call Return
Call Waiting	Do Not Disturb	Voice Mail	

### Information About Pricing

#### Monthly Charges

Plan Name	Netphone	Business Netphone
Minimum Monthly Charge	\$9.95*	\$9.95**

\*Discounted to \$0 when bundled with a current iiNet residential Cable, FTTP, VDSL2 or Naked DSL plan

\*\* Discounted to \$0 when bundled with a current iiNet Business NBN Fibre, FTTP, VDSL2 or Naked DSL plan

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total Minimum Cost will depend on the broadband plan bundle and contract term.

#### Call Charges

Plan Name	Calls to other iiNet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13

<b>Netphone</b> (with Naked DSL, Cable, FTTP & VDSL2)	Included	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
<b>Business Netphone</b> (with Naked DSL, NBN Fibre & VDSL2)						
<b>Netphone</b>	Included	Included	Included	29c/min	From 5c/min	30c/call untimed
<b>Business Netphone</b>						

\*Calls to Australian Mobiles are charged per 30 second block

\*\* International rates vary by destination, full rates at [iinet.net.au/netphone-voip/international](http://iinet.net.au/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 call value

- No flagfall charges. Acceptable Use Policy applies and is available at [iinet.net.au/about/legal](http://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](http://www.iihelp.iinet.net.au/support/node/11531)
- Not all call types are supported. For more information visit [iinet.net.au/phone/netphone-voip](http://iinet.net.au/phone/netphone-voip)

### Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable Use Policy applies. For more information visit [iinet.net.au/phone/netphone-voip](http://iinet.net.au/phone/netphone-voip)

Call Value Pack	Monthly Pack Price
All your calls to standard Australian mobile numbers*	\$10
All your calls to landlines in our top 20 international destinations	\$10

\*Not available with Naked DSL, FTTP, Cable or VDSL2

### Setup Fee

No setup fees are charged with iiNet VoIP services.

### Early Cancellation Fees

iiNet VoIP plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service. Please refer to the CIS for the relevant services for more information.

## Other Information

### Usage Information

Customers can obtain information on their VoIP usage at <https://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](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](http://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](http://tio.com.au/making-a-complaint)