Critical Information Summary:
VoIP

iinet connect better

About the Service

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

For VoIP services paired with a residential NBN plan or iiNet ULTRA FTTB and plan names that contain 'ULTRA' on Cable and VDSL2 broadband, please see the relevant Critical Information Summary:

- The Critical Information Summary for NBN Phone can be found at **www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf**
- The Critical Information Summary for ULTRA Phone can be found at **www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf**

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**

- 3-Way Calling
- Call Waiting
- Call Forwarding
- Do Not Disturb
- Calling Line Blocking
- Voicemail
- Call return

Early Cancellation Fees

- The 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.

Pricing

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

Discounted to $0 when bundled with a current iiNet residential FTTH , VDSL2, Cable or Naked DSL plan.
*** Discounted to $0 when bundled with a current iiNet Business FTTH, 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
Netphone (with Naked DSL, Cable, FTTP & VDSL2)	Included	15c/call untimed *Included with selected plans#*	15c/call untimed *Included with selected plans#*	29c/min *Included with selected plans#*	From 5c/min	30c/call untimed
Business Netphone (with Naked DSL, NBN Fibre & VDSL2)						
Netphone	Included	Included	Included	29c/min	From 5c/min	30c/call untimed
Business Netphone						

Calls to Australian Mobiles are charged per 30 second block. . A standard national mobile call incurs a per minute rate of $0.29. A 2 minute standard national mobile call will cost $0.58
*** International rates vary by destination, full rates at 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

Further information: www.iinet.net.au/phone/netphone-voip

- No flagfall charges. Acceptable Use Policy applies and is available at **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.help.iinet.net.au/high-risk-call-blocking-explained**
- Not all call types are supported. For more information visit **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**

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

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 details on our NBN Netphone product

Required Equipment

- 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

Customer Service Guarantee

- VoIP is offered on the basis that you waive the Customer Service Guarantee.

Monitoring Your Usage

- Customers can obtain information on their VoIP usage at **https://toolbox.iinet.net.au**

Priority Assist

- 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.

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