Critical Information Summary:
VoIP

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 **iinet.net.au/about/legal/cis/cis- nbn-phone.pdf**
- The Critical Information Summary for ULTRA Phone can be found at **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 is available at an additional cost, with more detail at **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	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Netphone (with Naked DSL, Cable, FTTH & VDSL2)	15c/call untimed	15c/call untimed	29c/min	From 5c/min	30c/call untimed
Business Netphone (with Naked DSL, NBN Fibre & VDSL2)	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

*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 **www.iinet.net.au/phone/netphone/.** 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

- No flagfall charges. Acceptable Use Policy applies and is available at **iinet.net.au/about/legal**
- Please note some destinations are blocked by default due to high fraud risk and can be unblocked by calling iiNet. A list of these destinations is available at **help.iinet.net.au/high-risk-call-blocking-explained**
- Not all call types are supported. For more information visit **iinet.net.au/phone/netphone/**

Call Packs

Great value call packs (as below) are available at an additional monthly fee. Acceptable Use Policy applies. For more information, visit **iinet.net.au/phone/netphone/**

Call Pack	Details	Monthly Price
Basic Call Pack	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223)), unlimited standard national calls and unlimited national calls to mobiles	$5
Premium Call Pack	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 select **23 destinations (**excluding satellite phones)	$15

Availability

- VoIP is only available when bundled with an iiNet fixed line broadband service.
- For VoIP services paired with a residential NBN or Ultra broadband plan please see details on our NBN Phone or Ultra Phone products.

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 **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. **help.iinet.net.au/complaint-handling-policy**	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/complaints**

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

Information is current as of 06/05/2025, is subject to change without notice and all prices quoted include GST   Page **2** of **2**