

Critical Information Summary:

NBN Netphone (VoIP)

Information About The Service

NBN Netphone is a Voice over IP (VoIP) service which allows you to make cheap calls through your residential NBN broadband internet service, instead of your traditional phone line.

For Netphone provided through other broadband internet services please see the VoIP Critical Information Summary at: www.iinet.net.au/about/legal/cis/cis-voip.pdf

Requirements & Availability

NBN Netphone is only available with an iiNet NBN Fibre (FTTP, FTTB, FTTN or HFC) or NBN Wireless plan. NBN Netphone is not available on NBN Satellite and is not sold as a standalone service. You will find information about the different NBN plans and check if they are available at your address on our website.

You will require a VoIP enabled modem (along with a standard phone handset approved for use in Australia) to use your NBN Netphone service. If your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA). If you have a NBN HFC service, you will need the modem we supplied with the NBN HFC plan to use your NBN Netphone service.

A waiver of the Customer Service Guarantee is required for NBN Netphone.

Minimum Term

No minimum term applies for NBN Netphone, but there may be one for your NBN plan.

Included Features

All NBN Netphone services include a range of great features listed in the table below. Check out other features you can get at: www.iinet.net.au/nbn-netphone, additional fees may apply.

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

Information About Pricing

Monthly Charges

No monthly rental is charged with NBN Netphone as it is included with your NBN plan

Call Charges

Call costs and inclusions vary depending on your selected NBN plan.

NBN Plan Name^	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
NBN 250 Basic	15c /call untimed	15c /call untimed	29c/min	From 5c/min	30c/call untimed
NBN Liimitless Basic	15c /call untimed	15c /call untimed	29c/min	From 5c/min	30c/call untimed

Further information: www.iinet.net.au/nbn-netphone

Information is current as of 15/11/2016, is subject to change without notice and all prices quoted include GST

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NBN Liimitless Boost Incl LN Calls	Included	Included	29c/min	From 5c/min	30c/call untimed
NBN Liimitless Boost Incl LNM Calls	Included	Included	Included	From 5c/min	30c/call untimed
NBN Liimitless MAX	15c /call untimed	15c /call untimed	29c/min	From 5c/min	30c/call untimed
NBN Liimitless MAX Incl LN Calls	Included	Included	29c/min	From 5c/min	30c/call untimed
NBN Liimitless MAX Incl LNM Calls	Included	Included	Included	From 5c/min	30c/call untimed

*Calls to Australian Mobiles are charged per 30 second block

**International rates vary by destination, full rates at [NETPHONE URL]. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

^NBN Wireless is not eligible for MAX plans.

- 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.iihelp.iinet.net.au/support/node/11531

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 www.iinet.net.au/nbn-netphone

Call Value Pack	Monthly Pack Price
All your calls to landlines in our top 20 international destinations	\$10

Setup Fee

No setup fees are charged with NBN Netphone services.

Early Cancellation Fees

NBN Netphone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired NBN plan.

Other Information

Usage Information

Customers can obtain information on their NBN Netphone usage at toolbox.iinet.net.au

Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing support@iinet.net.au, or for Sales assistance via **13 19 17** or emailing sales@iinet.net.au or via appropriate contact form to the appropriate area at 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

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

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