Critical Information Summary:

Off-Net ADSL Broadband

Information About The Service

If we're unable to connect you to the iiNetwork, we can still provide you with up to ADSL2+ speeds via our residential Off-Net plan range. Starting at 1500k speeds, a Turbo pack can be added to any Off-Net plan for up to ADSL2+ speeds.

Requirements & Availability

ADSL requires a basic telephone service in order to function. You can use a suitable telephone service from another provider and pay the standard pricing, or you can use an iiNet Phone service (from $29.95 per month) and receive monthly bundling benefits on your broadband. The Critical Information Summary for Home Phone can be found at **www.iinet.net.au/about/legal/cis/cis-phone.pdf**

You will require an ADSL modem to connect your service. If you don't already have one, iiNet can sell or rent you a suitable device at additional cost.

Service availability can be checked using our online coverage calculator: **www.iinet.net.au/internet**

Minimum Term

Off-Net ADSL plans are available on either no lock-in contract or on a 24 month contract which comes with an included WiFi modem, as well as discounted setup of $39.95 when you also bundle with iiNet Home Phone.

Included Features

There are a range of value-added features included with iiNet ADSL2+, with further detail on the website:

1GB Webspace	Access to the iiNet Freezone	10 Email Addresses
No excess quota usage charges	24/7 Customer Service	Email Protection

Information About Pricing

Monthly Charges

When you bundle our Off-Net ADSL plans with iiNet Home Phone, you'll receive more quota and/or discounted pricing, as reflected below. Bundled pricing below includes the price of Phone. Plans below are 1500k services. Up to ADSL2+ speeds are available by adding a Turbo pack to any of the plans below for an additional $10 per month. Add a Turbo pack to Home-2 and you'll also get your also get Anytime quota.

Plan Name	Monthly Included Data		Monthly Charge	Total Min. Price (no lock-in contract)	Total Min. Price (24 mth contract)	Unit Cost 1GB of data included in plan
	Peak	Off-Peak				
Home-2	25GB	25GB	$59.95	$139.90	$1,518.75	$1.20
Home-2 with Phone	50GB	50GB	$69.90	$149.85	$1,717.55	$0.40
Home-3	75GB	75GB	$79.95	$159.90	$1998.75	$0.53
Home-3 with Phone	150GB	150GB	$79.90	$159.85	$1,958.75	$0.17
Home-4	125GB	125GB	$89.95	$169.90	$2,238.75	$0.36
Home-4 with Phone	250GB	250GB	$109.90	$189.85	$2958.75	$0.16
Home-5	250GB	250GB	$119.95	$199.90	$2,958.75	$0.24
Home-5 with Phone	500GB	500GB	$139.90	$219.85	$2,678.75	$0.11

▪ The Total Minimum Price on a monthly contract is the standard setup fee ($79.95) plus one month of plan rental.

▪ The Total Maximum Price on a 24 month contract is the standard setup fee plus 24 months of plan rental. However, when bundled with Phone, the setup fee is discounted to $39.95.

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on Off-Net ADSL. Instead, traffic beyond the included data will be shaped to the speeds highlighted in the table below.

- You may purchase a Data Pack at an additional cost for a data top-up, if required.
- Information on Data Pack pricing is available at **www.iinet.net.au/internet/broadband/adsl**

Off-Net ADSL Plan	Peak Period	Off-Peak Period	Shaping Speed
Home-2 & Home-3	8am – 2am	2am – 8am	256/128kbps
Home-4 & Home-5	9am – 1am	1am – 9am	256/256kbps

Setup Fee

Your Broadband setup fee will vary depending on your choice of contract, and bundled services.

Setup Method	No Fixed Term	24 Month Contract
Fast Transfer ('Churn') a suitable existing ADSL service	$39	$39
Establish New Service (on suitable existing telephone line)	$79.95	$79.95
- As above, bundled with PSTN	$79.95	$39.95

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Cancellation Fees

- Applies to 24 month contract term only. The maximum applicable break fee for Off-Net ADSL with Home Phone is $243 within the first 6 months, or for Off-Net ADSL by itself, $202 within the first 6 months. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your Broadband service will also cancel any other iiNet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you are liable for their associated break fees.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
ADSL by itself	$202	$135	$104	$72
ADSL bundled with Home Phone	$243	$163	$127	$94

Other Information

Usage Information

Customers can obtain information on their Broadband usage at **https://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 **https://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 **www.tio.com.au/making-a-complaint**

Further information: www.iinet.net.au/internet/broadband/adsl/

Information is current as of 05/05/2016, is subject to change without notice and all prices quotes include GST   Page **2** of **2**