

# Critical Information Summary: Off-Net ADSL2+ Broadband

## About the Service

ADSL requires a basic telephone service in order to function. You can use a suitable telephone service from another provider, or you can use the iiNet Home Phone service and bundle it with our ADSL2+ Off-Net plans for no additional monthly charge.

- The Critical Information Summary for Home Phone can be found at [www.iinet.net.au/about/legal/cis/cis-homephone.pdf](http://www.iinet.net.au/about/legal/cis/cis-homephone.pdf)

## Included Features

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

- 1GB Webspace
- No excess quota usage charges
- 10 Email Addresses and email protection
- 24/7 customer service

## Minimum Term

- ADSL2+ Off-Net plans are available on a no lock-in contract

## Early Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- 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.

## Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- If you have selected to purchase a modem or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

## Plans

All ADSL2+ Off-Net plans come with both Broadband and Home Phone line rental included in the monthly charges. All plans are available standalone, or bundled with the iiNet Home Phone service for the same monthly charge.

Plan Name	Monthly Included Data	Monthly Charge	Total Min. Charge (no lock-in contract)	Unit Cost 1GB of data included in plan
<b>ADSL2+ Off-Net 100</b>	100GB (Anytime)	\$69.99	\$69.99	\$0.70
<b>ADSL2+ Off-Net 200</b>	200GB (Anytime)	\$79.99	\$79.99	\$0.40
<b>ADSL2+ Off-Net 500</b>	250GB + 250GB (Peak/Off Peak)	\$89.99	\$89.99	\$0.18

- The Total Minimum Charge on no lock-in contract is one month of plan rental. There are no standard broadband set-up fees.
- If you cancel your ADSL2+ plan but not the Home Phone service, the monthly charge for the Home Phone line rental will be \$29.95 per month.

## Availability

- 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 ADSL2+ plan range.
- Service availability can be checked using our online coverage calculator: [www.iinet.net.au/internet](http://www.iinet.net.au/internet)
- To ensure you're always connected to the best product available, we may need to change your service, for example, when an upgraded service (like our NBN Fibre service) becomes available. If this happens, we'll inform you ahead of any changes.

Further information: [www.iinet.net.au/internet-products/broadband/adsl/offnet/](http://www.iinet.net.au/internet-products/broadband/adsl/offnet/)

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

### Required Equipment

- You will require an ADSL modem to connect your service. If you don't already have one, you can purchase a modem from iiNet for \$59.95 (\$10 delivery fee applies).

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+ Off-Net. Instead, traffic beyond the included data will be slowed to 256kbps/256kbps.

- 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/offnet](http://www.iinet.net.au/internet/broadband/adsl/offnet)

Off-Net ADSL Plan	Peak Period	Off-Peak Period	Shaping Speed
ADSL2+ Off-Net 100 & 200	n/a	n/a	256/256kbps

### Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [toolbox.iinet.net.au](http://toolbox.iinet.net.au)

#### iiNet Customer Service

Support & Billing

**P: 13 22 58**

**E: [support@iinet.net.au](mailto:support@iinet.net.au)**

Sales

**P: 13 19 17**

**E: [sales@iinet.net.au](mailto:sales@iinet.net.au)**

#### Complaints Handling

If you are dissatisfied with iiNet, please contact us first, though our [escalation process](#) so we can try and resolve your complaint.

#### Telecommunications Industry Ombudsman (TIO)

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](http://www.tio.com.au/making-a-complaint)

*Further information: [www.iinet.net.au/internet-products/broadband/adsl/offnet/](http://www.iinet.net.au/internet-products/broadband/adsl/offnet/)*

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