Critical Information Summary:

On-Net ADSL Broadband

Information About the Service

iiNet ADSL2+ Broadband is a residential service that delivers high-speed broadband nationwide via our own broadband network, the iiNetwork.

Requirements & Availability

ADSL2+ Broadband 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.

ADSL2+ service availability can be checked using our online coverage calculator: **www.iinet.net.au/internet**

Minimum Term

ADSL2+ Broadband plans are available on either no lock-in contract or a 24 month contract which comes with an included WiFi modem, as well as $0 setup 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:

Anytime quota	1GB webspace & 10 email addresses	Email Protection
Access to the iiNet Freezone	No excess quota usage charges	24/7 Customer Service

Information About Pricing

Monthly Charges

When you bundle iiNet ADSL2+ plans with iiNet Home Phone, you'll receive double the quota and $10 off your monthly broadband, as reflected below. Bundled pricing below includes the price of Home Phone.

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
Home-1	125GB	$39.95	$119.90	$1,038.75	$0.32
Home-1 with Phone	250GB	$59.90	$139.85	$1,437.60	$0.24
Home-2	500GB	$59.95	$139.90	$1,518.75	$0.12
Home-2 with Phone	1000GB	$79.90	$159.85	$1,917.60	$0.08

- The Total Minimum Price on a no lock-in contract is the standard setup fee ($79.95) plus one month of plan rental.
- The Total Minimum Price on a 24 month contract is the standard setup fee plus 24 months of plan rental. However, when bundled with iiNet Home Phone, the setup fee is waived.

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+. 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**

Setup Fee

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

Setup Method	No lock-in contract	24 month contract
Fast Transfer ('Churn') a suitable existing ADSL service	$39	$39
- As above, bundled with PSTN	$39	$0
Establish New Service (on suitable existing telephone line)	$79.95	$79.95
As above, bundled with PSTN	$79.95	$0

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 ADSL2+ with Home Phone is $215 within the first 6 months, or for ADSL2+ by itself, $144 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
ADSL2+ by itself	$144	$84	$66	$50
ADSL2+ bundled with Home Phone	$215	$134	$98	$65

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: iinet.net.au/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**