

# Critical Information Summary:

## Business Off-Net ADSL2+ Broadband

### Information About the Service

Even if we can't connect you to the iiNetwork, we can still provide you with up to ADSL2+ Broadband speeds via our Off-Net plan range.

#### 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 \$30 per month) and receive monthly bundling benefits on your broadband.

You will require an ADSL modem to connect your broadband service, and a telephone handset for the iiNet Phone service. If you don't already have a modem, iiNet can sell you a suitable device at an additional cost, or sign up to 24 month contract and iiNet will include a WiFi modem for \$0. A \$10 delivery charge applies to all hardware orders. More information at [www.iinet.net.au/business/internet-products/broadband/adsl/offnet](http://www.iinet.net.au/business/internet-products/broadband/adsl/offnet).

Service availability can be checked using our online coverage checker at [www.iinet.net.au/internet](http://www.iinet.net.au/internet).

#### Minimum Term

Off-Net ADSL plans are available on a 24 month contract, which gives access to discounted hardware, or no lock-in contract (unbundled only).

#### Included Features

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

Anytime quota	1GB Webspace & 20 Email Addresses	Static IP
No Upload Counting	No Excess quota usage charges	Priority Support

### Information About Pricing

#### Monthly Charges

When you bundle our Off-Net ADSL plans with Phone you'll receive more quota, as reflected below. Bundled pricing includes Business PSTN landline at \$10 per month.

Plan Name	Monthly Included Data*	Monthly Charge	Total Minimum Cost (contract length)		Unit cost of 1GB of data included in plan
			No lock-in	24 month	
Business-1	50GB	\$89.95	\$169.90	\$2,238.75	\$1.80
Basic Bundle (Business-1 with Phone)	100GB	\$99.95	N/A	\$2,478.75	\$0.99
Business-2	150GB	\$109.95	\$189.90	\$2,718.75	\$0.73
Value Bundle (Business-2 with Phone)	300GB	\$119.95	N/A	\$2,958.75	\$0.39
Business-3	300GB	\$129.95	\$209.90	\$3,198.75	\$0.43
Enhanced Bundle (Business-3 with Phone)	600GB	\$139.95	N/A	\$3,438.75	\$0.23
Business-4	600GB	\$149.95	\$229.90	\$3,678.75	\$0.25
Premium Bundle (Business-4 with Phone)	1200GB	\$159.95	N/A	\$3,918.75	\$0.13

\*Only downloads counted.

- The Total Minimum Price for Unbundled plans 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.
- Bundled plans are only available on a 24 month contract.
- A \$10 hardware delivery fee applies if a modem is supplied to you.
- Information about the iiNet Business Phone service is available at <https://assets.iinet.net.au/website/about/legal/cis/cis-biz-phone-2017-02-28.pdf>

### Excess Usage

There are no excess usage charges on Off-Net ADSL2+, instead traffic beyond the included data will be shaped to 512kbps/512kbps. Only downloads are counted towards quota.

- 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 [https://iihelp.iinet.net.au/Data\\_Packs\\_FAQ](https://iihelp.iinet.net.au/Data_Packs_FAQ)

### Setup Fee

Your 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
Establish New Service (on suitable existing telephone line)	\$79.95	\$79.95

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

### Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable break fee varies based on your bundle;
  - Unbundled ADSL, 24 month cancellation is \$202 within the first 6 months.
  - Bundled ADSL with Phone, 24 month cancellation is \$243 within the first 6 months.
- Cancelling your Broadband service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you will be liable for their associated break fees.

## 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 Business customer service for Support & Billing assistance via **13 86 89** or emailing [bizsupport@iinet.net.au](mailto:bizsupport@iinet.net.au), or for Sales assistance via **13 86 89** or emailing [biz-sales@iinet.net.au](mailto:biz-sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](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 [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)