

Critical Information Summary: Business Off-Net ADSL2+ Broadband

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.

On some Off-Net ADSL2+ Business Broadband plan we include an iiNet PSTN Phone service. The Critical Information Summary for iiNet Business Phone can be found at: assets.iinet.net.au/website/about/legal/cis/cis-biz-phone-2017-02-28.pdf

Included Features

There are a range of value-added features included with Off-Net ADSL2+ plans, with further details here:

www.iinet.net.au/business/internet-products/broadband/adsl/offnet

- Anytime quota
- No excess quota usage charges
- Static IP
- Dedicated Business support

Minimum Term

- No lock-in contract (unbundled only) with a setup fee of \$39 for fast transfer of a suitable existing ADSL service

or \$79.95 for a new service

- 24 month contract with a setup fee of \$39 for fast transfer of a suitable existing ADSL service or \$79.95 for a new service

Early 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.

Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- If you have selected to purchase a modem from us, or if a modem was included with your plan, a hardware fee will be payable by you unless the modem is returned to us in its original condition.

Plans

Un-Bundled Plans

Plan Name	Monthly Included Data	PSTN Included	Monthly Charge	Total Min. Charge (No lock-in)	Total Min. Charge (24 mth contract)	Unit cost of 1GB of data included in the plan
Business-1	50GB	No	\$89.95	\$169.90	\$2,238.75	\$1.80
Business-2	150GB	No	\$109.95	\$189.90	\$2,718.75	\$0.73
Business-3	300GB	No	\$129.95	\$209.90	\$3,198.75	\$0.43
Business-4	600GB	No	\$149.95	\$229.90	\$3,678.75	\$0.25

Bundled Plans

Plan Name	Monthly Included Data	PSTN Included	Monthly Charge	Total Min. Charge (24 mth contract)	Unit cost of 1GB of data included in the plan
Basic Bundle	100GB	Yes	\$99.95	\$2,478.75	\$0.99
Value Bundle	300GB	Yes	\$119.95	\$2,958.75	\$0.39
Enhanced Bundle	600GB	Yes	\$139.95	\$3,438.75	\$0.23
Premium Bundle	1200GB	Yes	\$159.95	\$3,918.75	\$0.13

- 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.

Further information: www.iinet.net.au/business/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

Availability

- ADSL2+ availability can be checked using our online coverage checker at www.iinet.net.au/internet

Required Equipment

- 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 bundle your ADSL with an iiNet Phone service 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.

Excess Usage

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

- 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

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: toolbox.iinet.net.au

<p>iiNet Customer Service Support & Billing P: 13 86 89 E: bizsupport@iinet.net.au</p> <p>Sales P: 13 86 89 E: biz-sales@iinet.net.au</p>	<p>Complaints Handling If you are dissatisfied with iiNet, please contact us first, through our escalation process iihelp.iinet.net.au/Complaints_escalation_process so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
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