

Critical Information Summary:

Business On-Net ADSL2+ Broadband

Information About the Service

iiNet ADSL2+ Business Broadband is a service that delivers high-speed broadband nationwide via our own broadband network.

Requirements & Availability

ADSL2+ requires a basic telephone service in order to function. Business On-Net ADSL2+ Broadband is only available when bundled with an iiNet phone service.

You will require an ADSL modem and a telephone handset. 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/small/internet.

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

Minimum Term

ADSL2+ Broadband plans are only available on a 24 month contract.

Included Features

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

Anytime quota	1GB Webspace	20 email addresses	Annex-M
Included calls or great rates on bundled phone	No Excess quota usage charges	Priority Support	Static IP

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Min. & Max. Monthly Charge	Total Min. price (24 month contract)	Unit cost of 1GB of data included in plan	iiNet Phone Call Charges
Value Business Bundle	1000GB	\$79.99	\$2,009.71	\$0.08	Pay as you go
Ultimate Business Bundle	1000GB	\$99.99	\$2,489.71	\$0.10	Includes calls to local, standard national and Australian mobile numbers

- The Total Minimum price on a 24 month contract is the setup fee (\$79.95) plus 24 months of plan rental, plus a \$10 modem delivery fee (where applicable). Also included is the iiNet phone service monthly rental fee (reduced to \$0 per month), but does not include applicable call charges made from the iiNet Phone service.
- Information about the iiNet Phone service, including charges and destinations is available at iinet.net.au/about/legal/cis/cis-phone.pdf

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges on ADSL2+, instead traffic beyond the included data will be shaped to 128kbps/128kbps.

- 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

Setup Fee

Setup Method	24 month Contract
Establish New Service (on suitable existing telephone line)	\$79.95

Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable cancellation fee varies based on your selected hardware:
 - Cisco Modem, maximum applicable cancellation fee is \$415.
 - Any other modem or no modem, maximum applicable cancellation fee is \$215.
- You cannot separately cancel either the broadband or phone component. Cancelling one will end both services.
- 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 these products have their own contract, you will be liable for their associated cancellation 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 24 49** or emailing bizsupport@iinet.net.au, or for Sales assistance via **13 24 49** or emailing biz-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 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