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 Broadband Essentials plan is available with BYO PSTN service. Business On-Net Broadband Value Bundle and Ultimate Bundle are 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/internet-products/broadband/adsl**

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

Minimum Term

ADSL2+ Broadband plans are available on a 24 month contract or no lock-in 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 (Value & Ultimate plans only)	No Excess quota usage charges	Priority Support	Static IP

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly Charge	Total Minimum Cost (contract length)		Unit cost of 1GB of data included in plan	PSTN Included	iiNet Phone Call Charges
			No lock-in	24			
Business Broadband Essentials	300GB	$59.99	$139.94	$1439.76	$0.20	N	N/A
Business Broadband Value Bundle	Unlimited*	$79.99	$159.94	$1919.76	N/A	Y	Pay as you go
Business Broadband Ultimate Bundle	Unlimited*	$89.99	$169.94	$2159.76	N/A	Y	Standard local, national & AU mobile included

Acceptable Use Policy applies and can be viewed at www.iinet.net.au/about/legal/pdf/iiNet-Group-Acceptable-Use-Policy.pdf

- The Total Minimum Price on a 0 month contract is the standard $79.95 set-up fee plus 1 month of plan rental.
- The Total Minimum Price on a 24 month contract is 24 months of plan rental.
- A $10 hardware delivery fee applies if a modem is supplied to you.
- Information about the iiNet Phone service is available at **iinet.net.au/about/legal/cis/iiNet-PSTN-Business-CIS.pdf**

Excess Usage (Business Broadband Essentials only)

Both uploads and downloads count towards your monthly included data. There are no excess usage charges on Business Broadband Essentials, instead traffic beyond the included data will be shaped 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 **https://iihelp.iinet.net.au/Data_Packs_FAQ**

Setup Fee

Setup Method	No lock-in Contract	24 month Contract
Establish New Service (on suitable existing telephone line)	$0	$79.95

Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable cancellation fee varies based on the elapsed contract tenure:

Hardware	Contract Tenure			
	< 6 months	7-12 months	13-18 months	19-24 months
None/included modem	$300	$225	$150	$100

  On Business Broadband Value and Ultimate Bundles, 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

Customer Service Guarantee Waiver
The standard Monthly Charge and Set-up pricing stated in the Information About Pricing section are based on new customers agreeing to waive the Customer Service Guarantee. You will need to agree to waive this guarantee before we can supply you a Business On-net ADSL2+ Broadband service.

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**