Critical Information Summary:

Business On-Net ADSL2+ With WiFi

Information About The Service

iiNet Business ADSL 2+ With WiFi is a service that delivers high-speed broadband nationwide via our own broadband network, and also allows businesses to offer public WiFi access.

Required Services & Availability

ADSL2+ requires a basic telephone service in order to function. In order to purchase this broadband service you must also purchase the iiNet Business Phone service. If you subsequently disconnect or transfer your phone service away from iiNet you will revert to the unbundled plan price and quota.

iiNet will supply you with an ADSL modem and WiFi equipment to connect your service. The WiFi equipment remains the property of iiNet.

Availability of this service is limited, and your service will need to be prequalified by iiNet before it can be confirmed. Qualification factors include DSL access speed, location, and nature of business.

Minimum Term

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

Included Features

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

Anytime quota	1GB Webspace & 20 email addresses	Email Protection	Annex M
WiFi service for your customers	No Excess quota usage charges	Priority Support	Static IP

Information About Pricing

Monthly Charges

When you bundle iiNet ADSL2+ Business With Wifi plans with Phone, you'll receive more quota and/or discounted plan pricing, as reflected below. Bundled pricing below does not include the price of Phone.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Min. Price (24 month contract)	Unit cost 1GB of data included in plan
Business-1	50GB	$69.95	$1,758.75	$1.40
Basic Bundle (Business-1 with Phone)	100GB	$49.95	$1,278.75	$0.50

Only downloads counted

- The Total Minimum Price on a 24 Month Contract is the standard setup fee plus 24 months of plan rental.

Further information: www.iinet.net.au/business/small/internet/wifi/

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Excess Usage

There are no automatic excess usage charges on 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 **www.iinet.net.au/internet/broadband/adsl**

Setup Fee

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

Setup Method	No fixed term	24 Month Contract
Establish New Service (on suitable existing telephone line)	$79.95	$79.95

Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable break fee is $1065.
- 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 Sales, Support & Billing assistance via **13 24 49** or emailing **bizsupport@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: www.iinet.net.au/business/small/internet/wifi/

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