Critical Information Summary:
Business On-Net ADSL2+ With WiFi

Information About the Service

iiNet Business ADSL2+ With Free WiFi is a service that delivers high-speed broadband nationwide via our own broadband network, and also allows businesses to offer public WiFi access.

Requirements & Availability

ADSL2+ requires a basic telephone service in order to function. You may bring your own telephone service, or purchase one from iiNet. Bundling your ADSL2+ with an iiNet Business Phone service gives you access to more quota and/or discounted monthly pricing. If you subsequently disconnect or transfer your phone service away from iiNet you will revert to the unbundled plan price and quota. More information is available at www.iinet.net.au/business/small/phone/pstn/.

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

Business On-Net ADSL2+ with WiFi is 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	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 Business ADSL2+ With WiFi with Phone, you'll receive more quota and/or discounted plan pricing as reflected below. Bundled pricing below includes the price of Phone.

Plan Name	Monthly Included Data*	Monthly Charge	Total Minimum Cost	Unit cost of 1GB of data included in plan	PSTN Included	iiNet Phone Call Charges
Business-1	50GB	$69.95	$79.95	$1.40	N	N/A
Basic Bundle (Business-1 with Phone)	100GB	$79.95	$79.95	$0.50	Y	Local & Standard National included

Only downloads counted

- The Total Minimum Price on a 24 month contract is the standard setup of $79.95 plus 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

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 **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)	$79.95	$79.95

Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable cancellation 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 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 86 89** or emailing **bizsupport@iinet.net.au**, or for Sales assistance via **13 86 89** 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**