Critical Information Summary:
Business Cable

Information About The Service

The Cable (formerly referred to as HFC) Broadband service is a broadband internet service delivered using Hybrid Fibre-Coaxial Cable.

Required Services & Availability

The Cable service is only available in Ballarat, Geelong and Mildura areas that are serviced by Hybrid Fibre-Coaxial Cable. Standard installations are done without charge to you provided you enter into a 24 month contracted term with iiNet.

You will require a router if you need to connect multiple devices at once. The router will need to be WiFi or VoIP enabled if you need to connect wireless devices or a VoIP telephone service to your Cable broadband connection. If you don't already have one, iiNet can sell you a suitable device at an additional cost.

Minimum Term

Cable plans are available on either no fixed term, or on a 24 month contract. A 24 month contract gives access to discounted hardware, as well as $0 setup for a standard installation.

Included Features

There are a range of value-added features included with Business Cable, with further detail at https://www.iinet.net.au/business/internet-products/fibre/cable/.

Anytime quota	1GB Webspace	20 email addresses	Static IP address
Uploads not counted towards quota	No Excess quota usage charges	Data Packs	Priority Support

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly Charge	Total Min Cost (contract length)		Unit cost of 1GB of data included in plan
			No lock-in	24 month	
Business Cable 1	50GB	$69.95	$239.95	$1,678.80	$1.40
Business Cable 2	250GB	$89.95	$259.95	$2,158.80	$0.36
Business Cable 3	500GB	$109.95	$279.95	$2,638.80	$0.22
Business Cable 4	1000GB	$129.95	$299.95	$3,118.80	$0.13

- Our Business Cable plans come standard with "Basic" speeds of up to 25 Mbps download/8Mbps upload. For an additional $10/month you can upgrade to "Boost" speeds of up to 50Mbps download/8Mbps upload, or for an additional $15/month you can upgrade to "Max" speeds of up to 100Mbps download/8Mbps upload. Due to a number of factors, speeds may vary and may be slower than the maximum connection speeds. Learn more about Cable speeds at https://www.iinet.net.au/business/internet-products/fibre/cable/.
- The Total Minimum Price on a no lock-in contract is the standard $170.00 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.

Excess Usage

Only your downloads count towards your monthly included data. There are no automatic excess usage charges on Cable plans, instead traffic above the included data quota will be slowed to 512kbps/512kbps.

- You may purchase a Data Pack at an additional cost for a data quota top up, if required.
- Information on Data Pack pricing is available at https://iihelp.iinet.net.au/Data_Packs_FAQ.

Set-up Fee

The below set-up fee is for a standard installation. The exact connection type required is determined after the initial application is lodged, at which point we'll contact you if a full new installation is required, before we proceed with the order.

Connection Type	Description	No lock-in contract	24 month contract
Standard Installation	Includes connection of Cable to premises, one wall-socket and cable modem	$170.00	$0

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Cancellation Fee

- If you sign up to a 24 month contract, the maximum applicable break fee is $250 within the first 6 months. The following Cable break fees apply thereafter. These fees cover the cost reasonably incurred by iiNet when the contract commenced.
- Cancelling your Business Cable service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Business Cable. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

Cancellation Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 month contract	$250	$150	$100	$50
No lock-in contract	$0	$0	$0	$0

Other Information

Usage Information

Customers can obtain information on their NBN 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**