

Critical Information Summary:

iiNet Business Cable

Information About The Service

The iiNet Business Cable service is a broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver superfast broadband speeds within Mildura, Geelong and Ballarat.

The iiNet Business Cable plan includes Netphone at no additional cost, offering great call rates and call inclusions. The Critical Information Summary for Netphone is available at www.iinet.net.au/about/legal/cis/cis-voip.pdf

You may add on a BizPhone service from \$29.95/month and enjoy an iiNet supplied BizPhone handset and included unlimited standard calls to Australian mobiles and landlines. The Critical Information Summary for BizPhone is available at www.iinet.net.au/about/legal/cis/cis-biz-bizphone.pdf.

Requirements and Availability

The iiNet Business Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by our Hybrid Fibre-Coaxial Cable network.

You will require a coaxial-compatible modem, which will need to be WiFi and VoIP enabled if you want to connect wireless devices and make use of your included Netphone service. iiNet provides a suitable WiFi and VoIP enabled modem for \$0 with any new Cable order (with a \$10 delivery fee).

Minimum Term

The iiNet Business Cable plan is available on either no lock-in contract, or on a 24 month contract which offers discounted setup fee.

Included Features

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

| | | |
|----------------|-------------------------------|--|
| Unlimited Data | 10 email addresses | Local and standard national calls included with Netphone |
| | No Excess quota usage charges | Priority Business Support |

Information About Pricing

Monthly Charges

Cable Special Offer: Sign up to a 24 month contract and receive a 50% discount on the monthly fee for the first 12 months. Business Cable200 Broadband will be charged at only \$39.99/month for the first 12 months, \$79.99/month thereafter. This offer is only available to new customers and may be withdrawn at any time.

| Plan Name | Typical Evening Speed* | Monthly Included Data | Included Calls | Min & Max Monthly Fee | Total Min Price (No contract) | Total Min Price (24 month contract) |
|------------------------------------|------------------------|-----------------------|---------------------------|-----------------------|-------------------------------|-------------------------------------|
| Business Cable200 Broadband | 200Mbps | Unlimited | Local & Standard National | \$79.99 | \$239.98 | \$1509.75 |

*Typical evening speed indicates download speed and is measured between 7pm-11pm. **Cable speeds:** Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Cable has an upload connection speed of up to 20Mbps. For more information, visit www.iinet.net.au/business/internet-product/fibre/cable

Further information: www.iinet.net.au/business/internet-product/fibre/cable

- The Total Minimum Price on a 24 month contract is the discounted standard setup fee (\$59.99) plus the first 12 months at discounted \$39.99 per month, plus 12 months of standard plan fee at \$79.99 per month. A \$10 hardware delivery fee also applies if you opt for the modem.
- The Total Minimum Price on no lock-in contract is the standard setup fee (\$159.99) plus one month of plan fee at \$79.99. A \$10 hardware delivery fee also applies if you opt for the modem.

Setup Fee

The below setup fees are applicable when signing up to a Cable plan for an installation.

| Connection Type | Description | Charge (24 month contract) | Charge (No lock-in contract) |
|-----------------------|---|----------------------------|------------------------------|
| Standard Installation | Includes connection of Cable to a single wall-socket in the premises. | \$59.99 | \$159.99 |

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

Excess Usage

iiNet Business Cable provides unlimited downloads and uploads. No excess usage charges or shaping apply.

Contract Break Fees

- Applies to 24 month contract term only - the maximum applicable break fee is \$200 if you cancel within the first 6 months. The following Cable break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your Cable service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Cable. Should those products have their own contract, you will be liable for their associated break fees.

| Contract Break Fees | Tenure | | | |
|---------------------|--------------|---------------|----------------|----------------|
| | 0 – 6 months | 7 – 12 months | 13 – 18 months | 19 – 24 months |
| 24 month contract | \$200 | \$150 | \$100 | \$80 |

Other Information

Usage Information

Customers can obtain information on their Cable usage information 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 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/internet-product/fibre/cable