

# Critical Information Summary:

## Business Cable

### 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](http://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](http://www.iinet.net.au/about/legal/cis/cis-biz-bizphone.pdf)

### Minimum Term

Business Cable plans are available on a no lock-in contract.

### Included Features

There are a range of value-added features included with Cable plans, with further details here:

[www.iinet.net.au/business/cable](http://www.iinet.net.au/business/cable)

- Unlimited data
- No excess quota usage charges
- Dedicated Business support
- 10 email addresses

### Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.

### Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- You will need to pay \$60 for the modem that we have supplied to you, unless it is returned to us in its original condition.

### Plans

Plan Name	Typical Business Hours Speed*	Monthly Included Data	Netphone Included Calls	Monthly Charge	Total Min. Charge (no lock-in contract)
<b>Business Cable Broadband</b>	350Mbps	Liimitless	Local & Standard National	\$79.99^	\$109.98

- Total Minimum Charge on no lock-in contract is the set-up fee (\$59.99), \$10 modem delivery fee plus one month of plan rental.
- **^Cable Special Offer:** Sign up to the \$79.99 plan on a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. Plan 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 This offer is only available to new customers and may be withdrawn at any time
- **\*Cable Speeds:** Typical Business Hours Speeds are subject to change and are measured 9am-5pm, Monday to Friday. Speeds are not guaranteed and may vary. Actual throughput speeds may be slower and could vary due to various factors including customer cabling and equipment, download source, and line length. Upload connection speed is up to 20Mbps. For more information, visit [www.iinet.net.au/business/cable](http://www.iinet.net.au/business/cable)

### Setup Fees

- A \$59.99 setup fee is applicable when signing up to a Business Cable plan, which includes connection of Cable to a single wall-socket in the premises.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.
- Additional costs apply for non-standard connections.

### Availability

Business Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by our Hybrid Fibre-Coaxial Cable network. Use our address checker at [www.iinet.net.au/business/cable](http://www.iinet.net.au/business/cable) to confirm Cable availability at your address.

### Required Equipment

- You will be supplied a Business Cable ready modem (which is WiFi and VoIP enabled). You require this modem to use your Business Cable and Netphone service. Third party modems are not supported.
- You will also need a standard phone handset (approved for use in Australia) to use your Netphone service.

**Further information:** [www.iinet.net.au/business/cable](http://www.iinet.net.au/business/cable)

Information is current as of 02/06/2021, is subject to change without notice and all prices quoted include GST

## Excess Usage

Business Cable plans include limitless monthly data and are not subject to excess usage fees or restrictions.

iiNet Customer Service		Support & Billing	Sales
Phone:		13 86 89	13 86 89
Email:		<a href="mailto:bizsupport@iinet.net.au">bizsupport@iinet.net.au</a>	<a href="mailto:biz-sales@iinet.net.au">biz-sales@iinet.net.au</a>
<b>Complaints Handling</b> If you are dissatisfied with iiNet, please contact us first, through our escalation process <a href="https://help.iinet.net.au/complaint-handling-policy">https://help.iinet.net.au/complaint-handling-policy</a> so we can try and resolve your complaint.	<b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.  TIO P: 1800 062 058 <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a>	<b>Broadband Education Package</b> Additional broadband information is available from Communications Alliance at: <a href="http://www.commsalliance.com.au/BEP">www.commsalliance.com.au/BEP</a>	