Critical Information Summary:





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

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

- 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	Monthly	Netphone	Monthly	Total Min. Charge
	Hours Speed*	Included Data	Included Calls	Charge	(no lock-in contract)
Business Cable Broadband	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 This offer is only available to new customers and may be withdrawn at any time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

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.

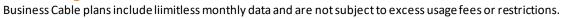
Availability

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** 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.

Excess Usage





iiNet Customer Service	Support & Billing		Sales	
	Phone: 138		86 89	13 86 89
	Email:	bizsupport@iinet.net.au		biz-sales@iinet.net.au
Complaints Handling If you are dissatisfied with iiNet, please contact us first, though our escalation process https://help.iinet.net.au/complaint-handling-policy so we can try and resolve your complaint. Telecommunication Ombudsman (TIO) If you are dissatisfied with involved in the process of your complaint with incontact the TIO for assist on the TIO for assist of the TIO for assist on the		the outcome et, you may nce.	outcome at: www.commsalliance.com.au	