

Critical Information Summary:

Fibre400/Fibre1000

About the Service

Fibre400/Fibre1000 IP-Line is a symmetrical fibre-optic connection to the iiNet network and includes unlimited internet at 400Mbps and 1000Mbps bandwidths respectively.

Included Features

There are a range of value-added features included with Fibre400/1000 plans, with further details here:

www.iinet.net.au/business/internet-product/fibre

- Unlimited data
- Symmetrical bandwidth
- Dedicated Business support
- Enhanced 99.95% Service Level Agreement
- Static IP address

Minimum Term

Fibre400 plans are available on a 24 or 36 month contract. Fibre1000 plans are available on a 24, 36 or 48 month contract.

Early Cancellation Fees

- If you cancel your Fibre400/Fibre1000 service before the end of your contract period, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]).
- Cancelling your Fibre400/Fibre1000 service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Fibre400/Fibre1000. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

Plans

Fibre400

Activation Fee	Contract Length	Monthly Included Data	Monthly Fee	Total Min. Charge
\$0	24 months	Unlimited	\$878.90	\$21,093.60
\$2198.90	24 months	Unlimited	\$548.90	\$15,372.50
\$0	36 months	Unlimited	\$768.90	\$27,680.40
\$2198.90	36 months	Unlimited	\$438.90	\$17,999.30

Fibre1000

Activation Fee	Contract Length	Monthly Included Data	Monthly Fee	Total Min. Charge
\$0	24 months	Unlimited	\$1318.90	\$31,653.60
\$2198.90	24 months	Unlimited	\$988.90	\$25,932.50
\$0	36 months	Unlimited	\$1208.90	\$43,520.40
\$1098.90	36 months	Unlimited	\$878.90	\$32,739.30
\$2198.90	36 months	Unlimited	\$878.90	\$33,839.30
\$0	48 months	Unlimited	\$878.90	\$42,187.20

Availability

- Fibre400/Fibre1000 is limited to iiNet on-net buildings. Your address must be pre-qualified before a formal quotation can be provided.

Required Equipment

- You will require a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you.

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

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

Excess Usage

- Fibre400/1000 comes with Unlimited data and is not shaped.

iiNet Customer Service

Support

P: 1300 681 828

E: bizsupport@iinet.net.au

Sales & Billing

P: 1300 681 828

E: biz-sales@iinet.net.au

Complaints Handling

If you are dissatisfied with iiNet, please contact us first, through our escalation process iihelp.iinet.net.au/Complaints_escalation_process so we can try and resolve your complaint.

Telecommunications

Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.

TIO

P: 1800 062 058

www.tio.com.au/making-a-complaint