

# 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](http://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](http://www.iinet.net.au/business/internet-product/fibre)

Information is current as of 06/05/2020, is subject to change without notice and all prices quoted include GST

## Excess Usage

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

<p><b>iiNet Customer Service</b></p> <p>Support <b>P: 1300 304 670</b> E: <a href="mailto:corporate-support@iinet.net.au">corporate-support@iinet.net.au</a></p> <p>Sales <b>P: 1300 681 828</b></p> <p>Billing <b>P: 1800 029 092</b></p>	<p><b>Complaints Handling</b></p> <p>If you are dissatisfied with iiNet, please contact us first, though our escalation process <b><a href="http://iihelp.iinet.net.au/Complaints_escalation_process">iihelp.iinet.net.au/Complaints_escalation_process</a></b> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b></p> <p>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p>
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