

# 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
- 24/7 Local Business Support
- Dedicated Account Manager
- 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

- Monthly Fee above includes the \$108.90 Internet fee from the Additional Products section

## Additional Products

- If you add Additional iiNet Products (example, Data or Voice) to your Fibre400/1000 service you may incur an additional monthly charge starting from \$108.90 per month depending on the type of service you order and the location. You will need to refer to your Order form for the full description of costs for any additional products you add.

Category	Additional Monthly Charge
Data	From \$108.90
Internet	From \$108.90
Voice (only when all of your Fibre400/1000 bandwidth is allocated to SIP Voice)	From \$108.90
Cloud	From \$108.90

## 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.

## Excess Usage

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

<b>iiNet Customer Service</b> Support <b>P: 1300 304 670</b> <b>E: <a href="mailto:corporate-faults@iinet.net.au">corporate-faults@iinet.net.au</a></b>  Sales <b>P: 1300 681 828</b>  Billing <b>P: 1800 029 092</b>	<b>Complaints Handling</b> If you are dissatisfied with iiNet, please contact us first, through 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.	<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 <b>P: 1800 062 058</b> <b><a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></b>
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