

## Critical Information Summary:

### Fibre400

#### Information About The Service

Fibre400 IP-Line is a symmetrical 400Mbps fibre-optic connection to the iiNet network and includes unlimited internet.

#### Requirements & Availability

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

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.

#### Minimum Term

Fibre400 plans are available on a 24 or 36 month contract. A 36 month contract gives you a discounted monthly fee, with more information in the Information About Pricing section below.

#### Included Features

A range of value-added features are included, with further details at [www.iinet.net.au/business/internet-products/fibre/](http://www.iinet.net.au/business/internet-products/fibre/)

Unlimited Data	Symmetrical 400Mbps	Dedicated business support
Enhanced 99.95% Service Level Agreement	3 Static IP Addresses	Can be tailored to suit your business

#### Information About Pricing

With Fibre400, you can choose between a 24 or 36 month contract, and between three varying activation fees. The monthly fee will change depending on the options you have selected, with more details in the table below.

#### Monthly Charges

Activation Fee	Monthly Included Data	24 Month Contract	36 Month Contract
\$0	Unlimited	\$878.90 per month Min Cost \$21,093.60	\$768.90 per month Min Cost \$27,680.40
\$1099	Unlimited	\$713.90 per month Min Cost \$18,232.60	\$603.90 per month Min Cost \$22,839.40
\$2199	Unlimited	\$548.90 per month Min Cost \$15,372.60	\$438.90 per month Min Cost \$17,999.40

- The Total Minimum Price on a 24 month contract is the activation fee plus 24 months of plan rental.
- The Total Minimum Price on a 36 month contract is the activation fee plus 36 months of plan rental.

#### Cancellation Fee

- If you cancel your Fibre400 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 service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Fibre400. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

## Other Information

### Customer Service Contact Details

If you have any questions regarding a new installation, an existing service or your bill, please call us on 1300 681 828 or via appropriate contact form to the appropriate area at [www.iinet.net.au/business/contact](http://www.iinet.net.au/business/contact)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [iihelp.iinet.net.au/Complaints\\_escalation\\_process](http://iihelp.iinet.net.au/Complaints_escalation_process)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)