

CRITICAL INFORMATION SUMMARY:

NBN Business Fibre

Information About The Service

The NBN Fibre service is a broadband internet service which uses the NBN Optical Fibre Access Network to deliver internet connectivity at the Network Boundary Point at your premises.

Required Services & Availability

The NBN Fibre service is only available within an NBN Fibre service area. Standard installations are done without charge to you. Non-standard installations may require you to pay additional charges.

NBN Fibre availability can be checked using the online coverage checker at: www.iinet.net.au/business/small/internet/nbn

You will require an NBN ready router if you want to connect multiple devices at once. The router will need to be WiFi or VoIP enabled if you want to connect wireless devices or a VoIP telephone service to your NBN Fibre connection. If you don't already have one, iinet can sell or rent you a suitable device at an additional cost.

Minimum Term

NBN Business Fibre plans are available on a 12 or 24 month term. A 24 month term agreement gives you a \$0 cost activation fee and access to discounted hardware.

Included Features

There are a range of value-added features included with NBN Business Fibre plans, with further detail on the website.

Anytime Quotas	1GB Webspace	20 email addresses	Static IP address
Uploads not counted towards quota	No Excess quota usage charges	Data Packs	24/7 Customer Service

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Minimum and Maximum Monthly Charge	Total Minimum Price (12 month contract)	Total Minimum Price (24 month contract)	Unit cost 1GB of data included in plan
NBN Business Fibre 1 (25/10)	50GB	\$69.95	\$919.35	\$1,678.80	\$1.40
NBN Business Fibre 1 (50/20)	50GB	\$79.95	\$1,039.35	\$1,918.80	\$1.60
NBN Business Fibre 1 (100/40)	50GB	\$84.95	\$1,099.35	\$2,038.80	\$1.70
NBN Business Fibre 2 (25/10)	250GB	\$89.95	\$1,159.35	\$2,158.80	\$0.36
NBN Business Fibre 2 (50/20)	250GB	\$99.95	\$1,279.35	\$2,398.80	\$0.40
NBN Business Fibre 2 (100/40)	250GB	\$104.95	\$1,339.35	\$2,518.80	\$0.42
NBN Business Fibre 3 (25/10)	500GB	\$109.95	\$1,399.35	\$2,638.80	\$0.22
NBN Business Fibre 3 (50/20)	500GB	\$119.95	\$1,519.35	\$2,878.80	\$0.24
NBN Business Fibre 3 (100/40)	500GB	\$124.95	\$1,579.35	\$2,998.80	\$0.25
NBN Business Fibre 4 (25/10)	1000GB	\$129.95	\$1,639.35	\$3,118.80	\$0.13
NBN Business Fibre 4 (50/20)	1000GB	\$139.95	\$1,759.35	\$3,358.80	\$0.14
NBN Business Fibre 4 (100/40)	1000GB	\$144.95	\$1,819.35	\$3,478.80	\$0.14

- The Total Minimum Price on a 12 month contract is the standard \$79.95 set-up fee plus 12 months of plan rental.
- The Total Minimum Price on a 24 month contract is 24 months of plan rental.

Setup Fee

The below setup fee is applicable when signing up to a NBN Business Fibre plan for an installation.

Service	Details	Charge (12 Month Contract)	Charge (24 Month Contract)
NBN Business Fibre	Standard Installation	\$79.95	\$0

Any cabling that is required in your premises beyond the Network Boundary point is your responsibility

Excess usage

Only your downloads count towards your monthly included data. There are no automatic excess usage charges on NBN Business Fibre plans, instead traffic above the included data quota will be slowed to 512kbps/512kbps.

- You may purchase data packs at an additional cost for a data quote top up, if required.
- Information on data pack pricing is available at: [https://iihelp.iinet.net.au/support/Data Packs Information](https://iihelp.iinet.net.au/support/Data_Packs_Information)

Cancellation Fee

- Contract options are available on a 12 and 24 month term. The maximum applicable break fee for both contracts is \$200 within the first 6 months. The following NBN Business Fibre break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your NBN Business Fibre service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with NBN Business Fibre. Should those products have their own contract, you will be liable for their associated break fees.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
12 Month Contract	\$200	\$150	N/A	N/A
24 Month Contract	\$200	\$150	\$100	\$80

Other Information

Usage Information

Customers can obtain information on their NBN Business Fibre usage information at <https://toolbox.iinet.net.au>

Customer Service Contact Details

You can contact iiNet Business customer service for Sales, Support & Billing assistance via 13 24 49 or emailing bizsupport@iinet.net.au, or via appropriate contact form to the appropriate area at www.iinet.net.au/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 https://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 www.tio.com.au/making-a-complaint