Critical Information Summary:

Business NBN

Information About The Service

The Business NBN service is a broadband internet service which uses the NBN Fibre Network to deliver internet connectivity to the Network Boundary Point at your premises. With every Business NBN plan we include our Business Netphone (Voice over IP) phone service at no additional cost, offering great call rates and call inclusions depending on your Business NBN plan. The CIS for Business Netphone can be found at www.iinet.net.au/about/legal/cis/cis-voip.pdf

Requirements & Availability

The Business NBN service is only available within an area serviced by NBN FTTP, FTTB or FTTN. NBN availability can be checked using the online coverage checker at www.iinet.net.au/business/internet-products/broadband/nbn

You will require a NBN ready modem, with support for all types of NBN services. Your modem will need to be WiFi or VoIP enabled (along with a handset) if you want to connect wireless devices or make use of your included Netphone service. If you don't already have one, iiNet can sell you a suitable device at additional cost. A $10 delivery charge applies to all hardware orders.

Minimum Term

Business NBN plans are available on either no fixed term, or a 24 month contract. A 24 month contract gives you a $0 cost activation fee and access to discounted hardware.

Included Features

A range of value-added features included, with further details at
www.iinet.net.au/business/internet-products/broadband/nbn

Anytime Quotas	Business Netphone included	1GB web space
20 email addresses	Static IP address	No excess quota usage charges

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly Charge	Set-up Fee (contract length)		Unit cost of 1GB of data included in plan	iiNet Netphone Call Charges
			No lock-in	24		
Business NBN Essentials Boost Bundle	300GB	$69.99	$79.95	$0	$0.23	Pay As You Go
Business NBN Value Boost Bundle	Unlimited	$79.99	$79.95	$0	N/A	Pay As You Go
Business NBN Ultimate Boost Bundle	Unlimited	$89.99	$79.95	$0	N/A	Standard local, national & AU mobile included

- Our Business NBN plans come standard with "Boost" speeds of up to 25 Mbps download/5Mbps upload. For an additional $30/month you can upgrade to "Max" speeds of up to 100Mbps download/40Mbps upload. Due to a number of factors, speeds may vary and may be slower than the maximum NBN wholesale connection speeds. Learn more about NBN speeds at iihelp.iinet.net.au/support/node/17104/
- The Total Minimum Price on a no lock-in contract is the standard $79.95 set-up fee plus 1 month of plan rental.
- The Total Minimum Price on a 24 month contract is 24 months of plan rental.
- A $10 hardware delivery fee applies if a modem is supplied to you.
- Additional once off $300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
- Netphone is offered on the basis that the customer waives the Customer Service Guarantee. Information about the iiNet Netphone service is available at iinet.net.au/about/legal/cis/cis-voip.pdf.

Further information: iinet.net.au/phone/home & iinet.net.au/business/internet-products/broadband/nbn

Information is current as of 09/09/2016, is subject to change without notice and all prices quotes include GST – V3.3   Page **1**

- Our Acceptable Use Policy applies and can be viewed at www.iinet.net.au/about/legal/pdf/iiNet-Group-Acceptable-Use-Policy.pdf

Set-up Fee

The below set-up fee is applicable when signing up to a Business NBN plan.

Service	Charge (No lock-in contract)	Charge (24 month contract)
Business NBN	**$79.95**	**$0**

Excess usage (Business NBN Essentials only)

Both downloads and uploads count towards your monthly included data. There are no excess usage charges on Business NBN Essentials, instead when the included data quota is reached, traffic will be slowed to 8/1Mbps. Additional data can be purchased if required. For more information, see: iihelp.iinet.net.au/support/Data_Packs_information

Cancellation Fee

Cancellation Fees	Tenure			
	0 – 6 months	**7 – 12 months**	**13 – 18 months**	**19 – 24 months**
24 month contract	$300	$225	$150	$100

- Cancelling either the broadband or the Netphone on bundled plans will end both services.
- Cancelling your Business NBN service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Business NBN. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

Other Information

Usage Information

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

NBN Access Technologies

Our Business NBN service can be delivered over the NBN Network via Fibre to the Premises (FTTP) as Ethernet, Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2. More information on NBN access technologies is available at iihelp.iinet.net.au/support/node/17106

Battery Backup and Power Outages

Business NBN FTTP services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is available only on Business NBN FTTP. In order for your service to work during a power outage please be aware that:

- You must have an active BBU installed. This is optional and you can elect to get this installed at no extra cost when you apply for a Business NBN FTTP service with iiNet.
- Access to the internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Connection Box (NTD).
- During a power outage, the battery will provide power for a limited period of time. A fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing **support@iinet.net.au**, or for Sales assistance via **13 19 17** or emailing **sales@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 **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**