

# Critical Information Summary:

## Business NBN

### 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 a Business NBN Phone service at no additional cost, offering great call rates and call inclusions depending on your Business NBN plan. The Critical Information Summary for Business NBN Phone can be found at: [www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf](http://www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf)

### Included Features

There are a range of value-added features included with NBN plans, with further details here:

[www.iinet.net.au/business/nbn](http://www.iinet.net.au/business/nbn)

- NBN Phone offered
- Unlimited data on selected plans
- No excess quota usage charges
- Dedicated Business support
- Static IP address

### Minimum Term

Choose from:

- No lock-in contract with a \$79.95 activation fee, or
- 24-month contract with \$0 activation fee

### Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 24 month contract – a break fee applies if you cancel your service during the 24 months contract term. This fee covers the costs reasonably incurred by iiNet when the contract commenced. The minimum applicable break fee is \$300 if you cancel within the first 6 months. The break fees below apply thereafter:
  - 0-6 months tenure: \$300 contract break fee
  - 7-12 months tenure: \$225 contract break fee
  - 13-18 months tenure: \$150 contract break fee
  - 19-24 months tenure: \$100 contract break fee
- Cancelling the NBN service will also cancel any other iiNet products that are only available with NBN. Should those products have their own contract, you are liable for their associated break fees.
- 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

### Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- If you selected to purchase a modem from us, or if a modem was included with your plan, a hardware fee will be payable by you unless the modem is returned to us in its original condition

### Plans

Plan Name	Speed Tier	Monthly Included Data	NBN Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)	Total Min. Charge (24 mth contract)
Business NBN50 Essentials	NBN50	300GB	Pay as you go	\$69.99	\$248.94	\$1679.76
Business NBN50 Value	NBN50	Unlimited	Pay as you go	\$79.99	\$258.94	\$1919.76
Business NBN50 Ultimate	NBN50	Unlimited	Standard calls to local, national & Australian mobiles	\$89.99	\$268.94	\$2159.76
Business NBN100 Essentials	NBN100	300GB	Pay as you go	\$99.99	\$278.94	\$2409.76
Business NBN100 Value	NBN100	Unlimited	Pay as you go	\$109.99	\$288.94	\$2649.76
Business NBN100 Ultimate	NBN100	Unlimited	Standard calls to local, national & Australian mobiles	\$119.99	\$298.94	\$2889.76

- The Business NBN50 Essentials plan is \$0.23/GB and the NBN100 Essentials plan is \$0.33/GB.
- Total Minimum Charge on no lock-in contract is the standard \$79.95 activation fee, \$89 for modem, \$10 modem delivery fee plus one month of plan rental.
- Total Minimum Charge on a 24 month contract is 24 months of plan rental, plus \$10 modem delivery fee.

### Availability

- This service is available in areas serviced by the NBN (FTTP, FTTB, FTTN, FTTC or HFC). Use our coverage checker [www.iinet.net.au/home](http://www.iinet.net.au/home) to check NBN availability at your address.
- Non-standard installations may incur additional fees. An nbn™ \$300 New Development Charge applies if your premises is

Further information: [www.iinet.net.au/business/nbn](http://www.iinet.net.au/business/nbn)

identified by nbn™ as being within the site boundary of a new development.

### Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices. For more information, see here: [www.help.iinet.net.au/connecting-nbn-network#hardwarelookup](http://www.help.iinet.net.au/connecting-nbn-network#hardwarelookup)
- To be provided a working NBN Phone service you need a standard phone handset (approved for use in Australia) and you must purchase an iiNet modem.
  - An iiNet modem costs \$89 on a no lock-in contract (discounted to \$0 if you take a 24 month contract) plus \$10 delivery fee.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

### NBN Speeds

- FTTN, FTTC & FTTB speeds to be confirmed when active. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by iiNet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about NBN speeds here: [www.help.iinet.net.au/speeds-nbn-network-explained](http://www.help.iinet.net.au/speeds-nbn-network-explained)
- NBN50 & NBN100 indicate the underlying NBN wholesale connection speed tier and translate to the typical speeds below:

Speed Tier	Typical Business Hours Download Speeds*	Upload speeds
Standard Plus (NBN50)	48.0Mbps	Between 1Mbps & 20Mbps
Premium (NBN100)	91.0Mbps	Between 1Mbps & 40Mbps

- \*Typical Business Hours Speeds are subject to change and are measured between 9am-5pm, Monday to Friday. Speeds are not guaranteed and may vary.

### Excess Usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 8/1Mbps for NBN50 300. You may purchase additional data if required. For more information, see here: [www.help.iinet.net.au/o/all-about-data-packs](http://www.help.iinet.net.au/o/all-about-data-packs)
- Plans with Unlimited data are not shaped.

### Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [toolbox.iinet.net.au](http://toolbox.iinet.net.au)

### NBN Access Technologies

Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fibre to the Curb (FTTC) 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 here: [www.iinet.net.au/business/nbn](http://www.iinet.net.au/business/nbn)

### Battery Backup and Power Outages

This service does not include a battery backup. This means you will not be able to access any internet and telephony services provided by NBN during a power outage. This includes making calls to emergency service numbers like 000. Please ensure you have alternate ways of making calls, such as a mobile phone.

<p><b>iiNet Customer Service</b></p> <p>Support &amp; Billing  <b>P: 13 86 89</b>  <b>E: bizsupport@iinet.net.au</b></p> <p>Sales  <b>P: 13 86 89</b>  <b>E: biz-sales@iinet.net.au</b></p>	<p><b>Complaints Handling</b></p> <p>If you are dissatisfied with iiNet, please contact us first, though our escalation process  <a href="https://help.iinet.net.au/complaint-handling-policy">https://help.iinet.net.au/complaint-handling-policy</a> 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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