

CRITICAL INFORMATION SUMMARY:

Bonded DSL

Information About The Service

iiNet Bonded DSL combines two business broadband lines to create one super-fast connection, available only on the iiNetwork. It's ideal for users with slower connections due to line quality and distance from the exchange.

Requirements & Availability

You'll require an existing Business Naked DSL or Business On-Net Bundle plan, as well as a second physical line into the premises. Our Business Team can help arrange installation.

You'll also require a modem capable of supporting Bonded DSL, which iiNet can provide you for an additional fee.

Availability can be checked using our online coverage checker at www.iinet.net.au/internet

Minimum Term

No contract terms are applied to Bonded DSL.

Information About Pricing

Monthly Charges

Bonded DSL is charged at \$99 per month.

This fee does not include the cost of your existing Business Naked DSL or Business On-Net Bundle.

Excess Usage

Usage limitations are based on your existing Business Naked DSL or Business On-Net Bundle. The Bonded DSL service does not include any separate quota allowances.

Setup Fee

Bonded DSL setup will vary based on whether your existing service is Naked DSL, or an On-Net Business Bundle.

| Setup | Bonded DSL with Naked DSL | Bonded DSL with On-Net Broadband |
|------------|---------------------------|----------------------------------|
| Bonded DSL | \$150 | \$79.95 |

Standard setup Phone setup fees apply should you need to activate a second line at the premises.

Early Termination Charge

An early termination fee of \$69 applies if your Bonded service is cancelled within the first 6 months.

Other Information

Usage Information

Customers can obtain information on their Broadband usage 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