

Critical Information Summary:

iiNet Cable (HFC)

Information About The Service

The Cable (formerly referred to as HFC) Broadband service is a broadband internet service delivered using Hybrid Fibre-Coaxial Cable. The service is connected to your premises to deliver high-speed internet connectivity at your Premises.

Requirements and Availability

iiNet Cable is only available within certain Cable serviceable areas, located in Mildura, Geelong and Ballarat. Standard installations are done without charge to you provided you enter into a 24 month contracted term with iiNet.

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

Minimum Term

Cable plans are available on either no fixed term, or on a 24 month agreement. A 24 month agreement gives access to discounted hardware, as well as \$0 setup for a standard installation.

Included Features

There are a range of value-added features included with iiNet Cable, with further detail on the website.

On and off peak quota	1GB Webspace	10 email addresses	Email Protection
Access to the iiNet Freezezone	No Excess quota usage charges	Data Packs	24/7 Customer service

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (no contract)	Total Minimum Price (24 Month contract)	Unit Cost 1GB of data included in plan
Cable-1 (12/1)	20GB + 20GB	\$49.95	\$219.95	\$1,198.80	\$1.25
Cable-1 (25/5)	20GB + 20GB	\$54.95	\$224.95	\$1,318.80	\$1.37
Cable-1 (50/8)	20GB + 20GB	\$64.95	\$234.95	\$1,558.80	\$1.62
Cable-1 (100/8)	20GB + 20GB	\$69.95	\$239.95	\$1,678.80	\$1.75
Cable-2 (12/1)	100GB + 100GB	\$59.95	\$229.95	\$1,438.80	\$0.30
Cable-2 (25/5)	100GB + 100GB	\$64.95	\$234.95	\$1,558.80	\$0.32
Cable-2 (50/8)	100GB + 100GB	\$74.95	\$244.95	\$1,798.80	\$0.37
Cable-2 (100/8)	100GB + 100GB	\$79.95	\$249.95	\$1,918.80	\$0.40
Cable-3 (12/1)	500GB + 500GB	\$79.95	\$249.95	\$1,918.80	\$0.08
Cable-3 (25/5)	500GB + 500GB	\$84.95	\$254.95	\$2,038.80	\$0.084
Cable-3 (50/8)	500GB + 500GB	\$94.95	\$264.95	\$2,278.80	\$0.094
Cable-3 (100/8)	500GB + 500GB	\$99.95	\$269.95	\$2,398.80	\$0.099

- The Total Minimum Price on a monthly contract is the standard installation fee (\$170) plus one month of plan rental.
- The Total Minimum Price on a 24 Month Contract is 24 months of plan rental.

Further information: www.iinet.net.au/internet/fibre/cable

Setup Fee

The below setup fees are applicable when signing up to a Cable plan for an installation.

Connection Type	Description	Charge (24 Months)	Charge (No Fixed Term)
Standard Installation	Includes connection of Cable to premises, one wall-socket and cable modem	\$0	\$170
Premium Installation	Standard Installation plus up to 60 minutes within premises for setup, configuration and home-networking requirements.	\$99	\$269

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

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on Cable— instead, traffic beyond the included data quota will be shaped to 256 kbps/256kps.

- You may purchase Data Packs at an additional cost for a data quota top up, if required.
- Information on Data Pack pricing is available at: www.iihelp.iinet.net.au/support/data_packs_information

Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable break fee is \$250 within the first 6 months. The following Cable break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your Cable service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Cable. Should those products have their own contract, you will be liable for their associated break fees.

Contract Break Fees	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 Month Contract	\$250	\$150	\$100	\$50
No Contract	\$0	\$0	\$0	\$0

Other Information

Usage Information

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

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 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

Further information: www.iinet.net.au/internet/fibre/cable