

Critical Information Summary:

iiNet Cable

Information About The Service

The Cable service is a broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver internet connectivity at the Network Boundary Point at your premises.

With every iiNet Cable plan we also include Netphone at no additional cost. Netphone is our Voice over IP (VoIP) service which includes your local and standard national calls. Typically you can transfer your existing landline number to Netphone. Further information on Netphone is available at: www.iinet.net.au/about/legal/cis/cis-voip.pdf

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 Fibre-compatible 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 make use of your Netphone service. On a 24 month contract iiNet can provide you with a Netcomm WiFi modem at no additional cost.

Minimum Term

Cable plans are available on either no lock-in contract, or on a 24 month contract. A 24 month contract gives access to a \$0 Netcomm WiFi modem (\$109 on no lock-in contract), as well as \$0 setup for a standard installation (\$170 on no lock-in contract).

Included Features

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

| | | | |
|--|-------------------------------|--------------------|---|
| Local and standard national calls included with Netphone | 1GB Webspace | 10 email addresses | \$0 Netcomm WiFi modem on a 24 month contract |
| Access to the iiNet Freezezone | No Excess quota usage charges | Anytime quota | 24/7 Customer service |

Information About Pricing

Monthly Charges

| Plan Name | Monthly Included Data | Minimum & Maximum Monthly Charge | Total Minimum Price (No lock-in contract) | Total Minimum Price (24 month contract) | Unit Cost 1GB of data included in plan |
|-----------------|-----------------------|----------------------------------|---|---|--|
| Cable 1 (25/5) | 100GB | \$59.95 | \$229.95 | \$1,438.80 | \$0.60 |
| Cable 1 (100/8) | 100GB | \$69.95 | \$239.95 | \$1,678.80 | \$0.70 |
| Cable 2 (25/5) | 1000GB | \$79.95 | \$249.95 | \$1,918.80 | \$0.08 |
| Cable 2 (100/8) | 1000GB | \$89.95 | \$259.95 | \$2,158.80 | \$0.09 |

- The Total Minimum Price on a 24 month contract is 24 months of plan rental.
- The Total Minimum Price on no lock-in contract is the setup fee (\$170) plus one month 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 month contract) | Charge (No lock-in contract) |
|-----------------------|--|----------------------------|------------------------------|
| 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: iihelp.iinet.net.au/support/data_packs_information

Cancellation Fees

- Applies to 24 month contract term only - 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 | Tenure | | | |
|---------------------|--------------|---------------|----------------|----------------|
| | 0 – 6 months | 7 – 12 months | 13 – 18 months | 19 – 24 months |
| 24 month contract | \$250 | \$150 | \$100 | \$50 |
| No lock-in 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