Critical Information Summary:

iiNet Cable

Information About The Service

The Cable service is a residential broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver superfast broadband speeds within Mildura, Geelong and Ballarat.

The iiNet Cable plan includes Netphone at no additional cost, offering great call rates and call inclusions.The Critical Information Summary for Netphone is available at **www.iinet.net.au/about/legal/cis/cis-voip.pdf**

Requirements and Availability
iiNet Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by Hybrid Fibre-Coaxial Cable.

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 WiFi modem at $0 (with a $10 delivery fee).

Minimum Term
The Cable plan is available on either no lock-in contract, or on a 24 month contract which offers discounted setup fee and an included WiFi modem.

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
24/7 Customer Service	No Excess quota usage charges	Anytime quota

Information About Pricing

Monthly Charges

Cable 1 Special Offer: Sign up to a 24 month contract before 31 March 2016 and receive a 50% discount for the first 12 months. Cable 1 will be charged at only $39.99/month for the first 12 months, $79.99/month thereafter. This offer expires 31 March 2016.

Plan Name	Download Connection Speed*	Monthly Included Data	Included Netphone Calls	Min & Max Monthly Charge	Total Min Price (No contract)	Total Min Price (24 month contract)	Unit Cost 1GB of data included in plan
Cable 1	Between 80Mbps and 100Mbps	1000GB	Local & Standard National	$79.99	$239.98	$1509.75	$0.08

*Upload speed of up to 20Mbps. These are maximum Cable access port speeds. Speeds could be slower and may vary due to various factors. For more information, visit **www.iinet.net.au/cable**

- The Total Minimum Price on a 24 month contract is the discounted standard setup fee ($59.99) plus the first 12 months at discounted $39.99 per month, plus 12 months of standard plan rental at $79.99 per month. A $10 hardware delivery fee also applies if you opt for the modem.
- The Total Minimum Price on no lock-in contract is the standard setup fee ($159.99) plus one month of plan

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

rental at $79.99.

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.	$59.99	$159.99

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 1Mbps/1Mbps.

- 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 $200 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	$200	$150	$100	$80

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/cable