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 coaxial-compatible modem, which will need to be WiFi and VoIP enabled if you want to connect wireless devices and make use of your included Netphone service. iiNet provides a suitable WiFi and VoIP enabled modem for $0 with any new Cable order (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.

Included Features
There are a range of value-added features included with iiNet Cable plans, with further detail at
www.iinet.net.au/cable

Liimitless Data	10 email addresses	Local and standard national calls included with Netphone
	No Excess quota usage charges	24/7 Customer Service

Information About Pricing

Monthly Charges

Cable Special Offer: Sign up to a 24 month contract and receive a 50% discount on the monthly fee for the first 12 months. Cable MAX Incl LN Calls will be charged at only $39.99/month for the first 12 months, $79.99/month thereafter. This offer is only available to new customers and may be withdrawn at any time.

Plan Name	Typical Evening Speed*	Monthly Included Data	Included Netphone Calls	Min & Max Monthly Charge	Total Min Price (No contract)	Total Min Price (24 month contract)
Cable MAX Incl LN Calls	200Mbps	Liimitless	Local & Standard National	$79.99	$239.98	$1509.75

*Typical evening speed indicates download speed and is measured between 7pm-11pm. **Cable speeds:** Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Cable has an upload connection speed of up to 20Mbps. 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 rental at $79.99. A $10 hardware delivery fee also applies if you opt for the modem.

Further information: www.iinet.net.au/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 a single wall-socket in the premises.	$59.99	$159.99

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

Excess Usage

iiNet Cable provides unlimited downloads and uploads. No excess usage charges or shaping apply.

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**