

CRITICAL INFORMATION SUMMARY:

## Combo

### Information About The Service

iiNet Combos include a range of our most popular products, along with a great monthly discount. It's everything you need - your broadband, phone (including all your local & national calls), hardware, security and your choice of iiNet TV or Mobile. What's even better, is any eligible Off-Net plan included in a Combo receives Anytime quota.

#### Requirements & Availability

Combo's are only available with a minimum range of products, as listed in the table below. All plans below can be upgraded, at an additional cost to your Combo. Please see the respective product pages on the website for product specific detail. View the full list of plan eligibility at [www.iinet.net.au/combo/terms/](http://www.iinet.net.au/combo/terms/)

Product	TV Combo	Mobile Combo
Broadband	ADSL2+ Home-2 200GB or Off-Net Home-2 Turbo 60GB	
Phone	Phone 3 Residential	
Mobile Voice	N/A	4G Mobile Voice 1
iiNet TV	iiNet TV Starter	N/A
Hardware	BoB2 Rental or Wireless Bridge	
Security	Protection Pack	

All included products can be upgraded, and the price of the Combo simply increases by the added price of that plan. For example, iiNet TV Starter is a \$10 plan and is included in the \$99 TV Combo, while an upgrade to \$20 iiNet TV Entertainment will increase your monthly Combo price to \$109.

ADSL availability can be checked using our online coverage checker at [www.iinet.net.au/internet](http://www.iinet.net.au/internet)

#### Minimum Term

A Combo is only available when you contract your Broadband for 24 months. Standard 24 month agreements also apply to iiNet TV Starter and BoB2 Rental, should those products be included in your chosen Combo.

### Information About Pricing

#### Monthly Charges

A range of products & plans can be included in a Combo, however the below specifically highlights the entry level TV Combo and Mobile Combo.

Combo Name	Monthly Price (with Combo Discount)	Total Min Price (24mth Contract)
Mobile Combo	\$104.00	\$2516.00
TV Combo	\$99.00	\$2376.00

*\*Mobile Combo also incurs a \$20 once-off fee for the Mobile SIM*

- The Total Minimum Price on 24 month Mobile Combo is the monthly price with Combo discount over 24 months, plus the \$20 once-off Mobile sim fee.
- The Total Minimum Price on 24 month TV Combo is the monthly price with Combo discount over 24 months.

All Combo's are billed at the standard retail pricepoint for each included product. See respective product sheets for standard product pricing

- A monthly Combo discount is then applied to bring the price down to \$99/\$104

- o A discount of \$30.80 per month for any Combo with BoB2 Rental is applied to the standard \$129.80/\$134.80 monthly retail price of the included products
- o A discount of \$20.85 per month for any Combo with Wireless Bridge is applied to the standard \$119.85/\$124.80 monthly retail price of the included products, along with a \$119 credit to waive the cost of Wireless Bridge
- The Combo discount is only applied once all included Combo products have been activated. If for example, the mobile sim is not activated for 2 months, then the standard retail price will have applied without discount

### Excess usage

Standard excess usage terms apply for Broadband & Mobile plans included in a Combo. See the respective Critical Information Summary for full details on your chosen plans excess usage.

### Setup Fee

All Combos come with a \$0 Broadband setup fee.

Standard setup fees for Phone may apply, and are detailed at [www.iinet.net.au/phone/home/terms](http://www.iinet.net.au/phone/home/terms)

### Cancellation Fees

Breaking your Combo (by changing to an ineligible plan or removing a required product) will result in cessation of your monthly Combo discount from that point forward. There isn't a contract break fee for the Combo itself.

Individual contracted products included in the Combo however, such Broadband, iiNet TV Starter, and BoB2 Rental, do have early cancellation fees that would apply if you cancel those individual products.

- The maximum applicable break fee for cancelling ADSL2+ Broadband with phone is \$215 within the first 6 months
- The maximum applicable break fee for cancelling ADSL1 Broadband with phone is \$243 within the first 6 months
- The maximum applicable break fee for cancelling iiNet TV is \$430 between the first 22 days to 6 months after service activation
- The maximum applicable break fee for cancelling BoB2 Rental is \$150 within 6 months, or \$279 if the unit is not returned.

Cancelling your Broadband service will also result in a cancellation of all other products in the Combo. Should those products have their own contract, you will be liable for their associated break fees.

## Other Information

### Usage Information

Customers can obtain information on their usage of included Combo products 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](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](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](http://www.tio.com.au/making-a-complaint)