# Critical Information Summary:

## iiNet FTTB

### Information About The Service

This iiNet FTTB service is a broadband internet service which uses the Fibre to the Building Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every iiNet FTTB plan we offer our FTTB Phone service at no additional cost, offering great call rates and call inclusions depending on your plan of choice. The Critical Information Summary for FTTB Phone can be found at:
**www.iinet.net.au/about/legal/cis/cis-fttb-phone.pdf**

### Required Services & Availability

The iiNet FTTB service is only available in serviced buildings. FTTB availability can be checked using our address checker at **www.iinet.net.au/fttb**
You will be supplied an iiNet FTTB ready modem (which is WiFi and VoIP enabled). You require this modem to use your FTTB and FTTB Phone service. Third party modems are not supported. You will also need a standard phone handset (approved for use in Australia) to use your included FTTB Phone service.

### Minimum Term

iiNet FTTB plans are available on either a no lock-in contract, or on a 24 month contract. A 24 month contract offers a $0 setup fee ($99.95 on a no lock-in contract).

### Included Features

There are a range of value-added features included, with further detail at **www.iinet.net.au/fttb**

| Liimitless Data | FTTB Phone offered | No lock-in contracts available |
| --- | --- | --- |
| | 24/7 Customer service | $0 WiFi modem |

### Information About Pricing

**Monthly Charges**

| Plan Name | Monthly Included Data | FTTB Phone Call Charges | Monthly Charge | Total Min. Charge (no lock-in contract) | Total Min. Charge (24 month contract) |
| --- | --- | --- | --- | --- | --- |
| **FTTB Liimitless Basic** | Liimitless | Pay as you go | $49.99 | $159.94 | $1,209.76 |
| **FTTB Liimitless Max** | Liimitless | Pay as you go | $59.99 | $169.94 | $1,449.76 |
| **FTTB Liimitless Max Incl LNM Calls** | Liimitless | Includes standard calls to local, national, Australian mobiles & 100 international minutes | $69.99 | $179.94 | $1,689.76 |
| **FTTB Liimitless Max Incl LNMI Calls** | Liimitless | Includes standard calls to local, national, Australian mobiles & to our top 15 international countries | $79.99 | $189.94 | $1,929.76 |

- **iiNet FTTB Speeds:** Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. More information about FTTB speeds is available at **www.iinet.net.au/fttb**. Basic and Max indicate the underlying FTTB wholesale connection speed tier and translate to the typical speeds below.

| Speed Tier | Typical Speeds | |
| --- | --- | --- |
| | Download speeds | Upload speeds |
| **Basic** | Up to 12Mbps | 1Mbps |
| **Max** | Between 50Mbps & 90Mbps | Up to 20Mbps |

*Further information: www.iinet.net.au/fttb*

- Total Minimum Charge on a 24 month contract is 24 months of plan rental plus $10 modem delivery fee.
- Total Minimum Charge on no lock-in contract is the activation fee ($99.95), $10 modem delivery fee plus one month of plan rental.
- 100 international minutes include the first 100 minutes to standard landlines and mobiles in international destinations. Standard international rates apply thereafter. Unused minutes expire at the end of each month.
- International Top 15 include calls to standard landlines and mobiles in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom and United States. Standard international rates apply to calls to other countries.
- International calls are billed in 1 minute increments and exclude calls to satellite phones or to special numbers (eg toll-free, directory services). Full list of FTTB Phone call rates is available at **www.iinet.net.au/fttb**

**Setup Fee**

The below setup fee is applicable when signing up to an iiNet FTTB plan.

| Service | Details | Charge (no lock-in contract) | Charge (24 month contract) |
|---|---|---|---|
| **iiNet FTTB** | Setup Fee | **$99.95** | **$0** |

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

**Excess usage**

iiNet FTTB plans include liimitless monthly data and are not subject to excess usage fees or restrictions.

**Cancellation Fees**

- Applies to 24 month contract term only - the maximum applicable break fee is $300 within the first 6 months. The below break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your iiNet FTTB service will also cancel any other iiNet products you've purchased that are only available when bundled with FTTB. Should those products have their own contract, you are 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 | $300 | $225 | $150 | $100 |

# Other Information

**Usage Information**

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

**Installation**

On the date of installation, our technician will need to check the connection at you premises. Not all devices currently using your copper line will be able to operate over the iiNet FTTB. Please check with the manufacturer to see if your device is compatible. Any pre-existing services will be disconnected at the time of installation.

**Network Boundary Point**

The Network Boundary Point for iiNet FTTB is your side of the building's Main Distribution Frame (MDF). Any cabling from this point is your responsibility.

**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/fttb*