

# Critical Information Summary: Residential Fibre to the Home (FTTH)

## Information About The Service

The Fibre To The Home (FTTH) service is a broadband Internet service delivered using Fibre to the Home Technology which means fibre optic cables are connected to your premises to deliver Internet connectivity at the Network Boundary Point at your Premises.

### Required Services & Availability

The FTTH service is only available within an FTTH serviceable area. Unless your Premises is already connected, your Premises will need to be connected to the FTTH Optical Fibre Access Network. iiNet charge a one off activation fee on all FTTH services plus additional installation charges may be applicable directly from your network wholesale provider.

You will require an FTTH router to connect to your FTTH services. If you don't already have one, iiNet can sell or rent you a suitable device at an additional cost.

### Minimum Term

Fibre To The Home (FTTH) plans are available on a minimum term of term of 24 month agreement. A 24 month agreement gives access to discounted hardware.

### Included Features

There are a range of value-added features included with iiNet FTTH, with further detail on the website;

<b>On and off peak quota</b>	<b>1GB Webspace</b>	<b>10 email addresses</b>	<b>Email Protection</b>
<b>Access to the iiNet Freezone</b>	<b>No Excess quota usage charges</b>	<b>Data packs</b>	<b>24/7 Customer service</b>

## Information About Pricing

### Monthly Charges

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price 1 Month Contract	Total Minimum Price 24 Month contract	Unit cost of 1GB of data included in plan
Fibre 1 (12/1)	20GB + 20GB	\$49.95	\$49.95	\$1,198.80	\$1.25
Fibre 1 (25/5)	20GB + 20GB	\$54.95	\$54.95	\$1,318.80	\$1.37
Fibre 1 (50/20)	20GB + 20GB	\$64.95	\$64.95	\$1,558.80	\$1.62
Fibre 1 (100/40)	20GB + 20GB	\$69.95	\$69.95	\$1,678.80	\$1.75
Fibre 2 (12/1)	100GB + 100GB	\$59.95	\$59.95	\$1,438.80	\$0.30
Fibre 2 (25/5)	100GB + 100GB	\$64.95	\$64.95	\$1,558.80	\$0.32
Fibre 2 (50/20)	100GB + 100GB	\$74.95	\$74.95	\$1,798.80	\$0.37
Fibre 2 (100/40)	100GB + 100GB	\$79.95	\$79.95	\$1,918.80	\$0.40
Fibre 3 (12/1)	500GB + 500GB	\$79.95	\$79.95	\$1,918.80	\$0.08
Fibre 3 (25/5)	500GB + 500GB	\$84.95	\$84.95	\$2,038.80	\$0.084
Fibre 3 (50/20)	500GB + 500GB	\$94.95	\$94.95	\$2,278.80	\$0.094
Fibre 3 (100/40)	500GB + 500GB	\$99.95	\$99.95	\$2,398.80	\$0.099

- The Total Minimum Price on a monthly contract is the standard \$159 activation fee plus one month of plan rental.

- The Total Minimum Price on a 24 Month Contract is the standard activation fee \$79.00 plus 24 months of plan rental.

### Setup Fee

Your FTTH setup fee will vary depending on your choice of contract.

Service	No fixed term	24 month contract
FTTH	\$79.00	\$159.00

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on FTTH plans, instead traffic beyond the included data quota will be slowed to 256kbps/256kbps.

### Early Termination Charge

If you cancel your service during the initial 24 month period, there is no early termination fee on the FTTH plan. Cancelling your FTTH will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with FTTH. 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 FTTH usage 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)