Critical Information Summary:
Fibre To The Home (FTTH)

Information About The Service

The Fibre to the Home (FTTH) service is a broadband internet service which uses the Optical Fibre Access Network to deliver internet connectivity at the Network Boundary Point at your premises.

With every FTTH plan we also include Netphone at no additional cost. Netphone is our Voice over IP (VoIP) service which includes your local and standard national calls. Typically you can transfer your existing landline number to Netphone. Further information on Netphone is available at: **www.iinet.net.au/about/legal/cis/cis-voip.pdf**

Required Services & Availability

The FTTH service is only available within an FTTH ready service area. iiNet charge a once off setup fee on all FTTH installations, plus additional installation charges may be applicable directly from your Optical Fibre Access Network wholesale provider.

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 a VoIP telephone service to your FTTH connection. If you don't already have one, you can purchase a modem from iiNet for $59.95 ($10 delivery fee applies).

Minimum Term

FTTH plans are available on a no lock-in contract.

Included Features

There are a range of value-added features included with FTTH plans, with further detail at: **www.iinet.net.au/internet-products/fibre/ftth**

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

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Charge (No lock-in contract)	Unit Cost 1GB of data included in plan
Fibre 1 (12/1)	50GB	$59.90	$138.90	$1.20
Fibre 1 (25/5)	50GB	$64.90	$143.90	$1.30
Fibre 1 (100/40)	50GB	$79.90	$158.90	$1.60
Fibre 2 (12/1)	250GB	$69.90	$148.90	$0.28
Fibre 2 (25/5)	250GB	$74.90	$153.90	$0.30
Fibre 2 (100/40)	250GB	$89.90	$168.90	$0.36
Fibre 3 (12/1)	500GB	$89.90	$168.90	$0.18
Fibre 3 (25/5)	500GB	$94.90	$173.90	$0.19
Fibre 3 (100/40)	500GB	$109.90	$188.90	$0.22
Fibre 4 (12/1)	1000GB	$99.90	$178.90	$0.10
Fibre 4 (25/5)	1000GB	$104.90	$183.90	$0.10
Fibre 4 (100/40)	1000GB	$119.90	$198.90	$0.12

- The Total Minimum Charge on a no lock-in month contract is the activation fee ($79.00) plus one month of plan rental.

Further information: www.iinet.net.au/internet-products/fibre/ftth/

Set-up Fee

- The standard set-up fee on a no lock-in contract is $79.00.

Service	Details	Charge (no lock-in contract)
FTTH	Activation Fee	$79

- Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Excess usage

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

- 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

- There are no cancellation fees on no lock-in contracts.
- Cancelling your FTTH service 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 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/internet-products/fibre/ftth/

Information is current as of 06/09/2019, is subject to change without notice and all prices quoted include GST   Page **2** of **2**