Critical Information Summary
iiNet HOME WIRELESS BROADBAND

Plan	Home Wireless Broadband Liimitless Plan
Monthly Charge	$59.99
Typical Evening Download Speed (7pm-11pm)	15Mbps
Typical Evening Upload Speed (7pm-11pm)	1.9Mbps
Maximum Download Speed	20Mbps
Maximum Upload Speed	2Mbps
Included Data	Unlimited

Information About the Service

Service Description

The iiNet Home Wireless Broadband Liimiltess Plan is a prepaid wireless service which utilizes our 4G network. The service includes Unlimited Data for use within Australia.
Recurring charges are payable monthly in advance. Payment options are Direct Debit or Credit Card.

Coverage

The Home Wireless Broadband Service is only available in selected areas on our 4G Network with the modem supplied by iiNet. There may also be technical or commercial reasons that affect your ability to access the service at your address.
Coverage availability will vary depending on your device and location. A service qualification and coverage check based on your address will be conducted before your order is accepted. The service qualification (SQ) check is an indication that your chosen location is within a 4G Home Wireless Broadband serviceable area, it does not guarantee that your address is 4G serviceable. We recommend that you position your modem close to a window to maximise signal strength. The Home Wireless Broadband service uses our 4G Network and is only for use in the single nominated address. The service will be disconnected if we identify that you have moved to another location. If you wish to move the service address you will need to contact us to check service and network availability at the new location and notify us if you wish to set up your service at your new location.

Speeds

Home Wireless Broadband speeds are up to a maximum speed of 20Mbps for download and 2Mbps for upload, with a Typical Evening Speed of 15~~6~~Mbps for download and 1.9Mbps for upload. Typical Evening Speeds are subject to change and measured between 7pm and 11pm. It is not a guaranteed minimum speed and you may experience slower speeds during this period and at other times. Home Wireless Broadband is suitable for 1-3 users for browsing, emails, social media, streaming music, SD and HD video. It is not suitable for 4K streaming and may not be suitable for online gaming. Home Wireless speeds are variable and may be subject to data-deprioritisation. This could mean that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower Home Wireless speeds as a result. See our Speed Guide for more information.

Required Equipment

It is a requirement of iiNet Home Wireless Broadband Services that customers must use the included 4G compatible modem to be able to use this service.
(1) for refurbished modems that are issued to you under your plan, we retain full legal title to and beneficial ownership in the modem. The refurbished modem must be returned to us within 21 days of your Plan being cancelled or withdrawn using the prepaid postage service that we provide to you, or

Information is current as of ~~July~~ September

(2) for all other modems, including new modems that are issued to you under your Plan – if your plan is cancelled or withdrawn within 24 months of connecting, you must return the modem within 21 days of your Plan being cancelled or withdrawn. If you do not return the modem, you will be charged a modem non-return fee. This modem non-return fee covers the pro-rated cost of the iiNet Home Wireless Broadband Modem. The non- return fee is calculated as $8 multiplied by months remaining in the first 24 months e.g. if you leave after 18 months you would pay $8 x 6 (the number of remaining months), a total of $48.
The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

Minimum Term
iiNet Home Wireless Broadband Services are supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time, but any unused balance will not be refunded to you but will be retained by iiNet Limited.Bundling Arrangements & Mandatory Goods
Supply of the Service does not require bundling with any other iiNet plan.

Excess Data
The iiNet Home Wireless Broadband Liimitless Plan comes with unlimited data so no excess data charges will apply.

Phone Service
Home Wireless Broadband is a data-only broadband service. It does not include a standard phone service. Your phone service with your current provider will most likely stop working when you switch to Home Wireless.
If you have an existing phone service with us, you will not be able to move your phone service over to Home Wireless.

Other Information

Toolbox	You can monitor your iiNet Home Wireless Broadband data usage by logging into Toolbox online.
Broadband Education Package	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here.
We're here to help	Sales Phone: **13 18 17** Email: **sales@iinet.net.au** Support & Billing Phone: **13 22 58** Email: **support@iinet.net.au**
Complaints Handling	If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined here.
Telecommunications Industry Ombudsman	If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance. TIO Phone: **1800 062 058** TIO Website