

Critical Information Summary

IINET FIBRE TO THE HOME (FTTH)



Plan	Fibre25 Liimitless PAYG	Fibre50 Liimitless PAYG	Fibre100 Liimitless PAYG
Monthly Charge	\$69.99	\$79.99	\$99.99
Estimated Typical Evening Download Speed (7pm-11pm)*	20.0Mbps	40.0Mbps	80.0Mbps
Estimated Typical Evening Upload Speed (7pm-11pm)*	4.25Mbps	17.0Mbps	34.0Mbps
Monthly Included Data	Unlimited		
NBN Phone Call Inclusions	Pay as you go		
Total Min. Charge (no lock-in)	\$148.99	\$158.99	\$178.99

Total Minimum Charge on a no lock-in contract is one month of plan rental plus the \$79 activation fee.

Information About The Service

Service Description

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. Typically, you can transfer your existing landline number to Netphone. Critical Information Summary for Netphone can be found [here](#). There are a range of value-added features included with FTTH plans, with further details [here](#).

- Liimitless Data
- Netphone offered
- 24/7 customer service

Minimum Term

FTTH plans are available on a no lock-in contract with \$79 activation fee.

Early 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.

Hardware Non-Return Fees

If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to pay for the modem unless it is returned to us in good working order within 21 days of withdrawing your order.

If you cancel your service after it has been activated, any applicable modem payment fees will apply in accordance with the terms and conditions of your chosen service.

Availability

The FTTH service is only available within an FTTH ready service area. Use our [coverage checker](#) to check FTTH availability at your address.

Equipment Required

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 \$114.95 (\$0 delivery fee applies).

Installation of the Optical Network Terminating Unit (if not present) or 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. FTTH plans include unlimited data so there is no excess usage charges or shaping (slowing) of speeds.

FTTH Speeds

*Estimated typical evening download speed is measured between 7pm—11pm. The speed stated here is currently based on an estimate. iiNet will revise the typical evening download speed once it has collected enough data on the speed performance for this plan. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan.

Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by iiNet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. More info [here](#).

Other Information

Toolbox	You can monitor your FTTH data and/or voice 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 19 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 www.tio.com.au/making-a-complaint