Critical Information Summary
iiNet Fibre to the Home (FTTH)

Plan	Fibre12 Liimitless PAYG	Fibre25 Liimitless PAYG	Fibre50 Liimitless PAYG	Fibre100 Liimitless PAYG
Monthly Charge	$74.99	$76.99	$84.99	$99.99
Typical Evening Download Speed (7pm-11pm)	9.6Mbps	25Mbps	50Mbps	96Mbps
Typical Evening Upload Speed (7pm-11pm)	0.8Mbps	4.25Mbps	17Mbps	34Mbps
Monthly Included Data	Unlimited			
Phone Call Inclusions	Pay as you go			
Total Min. Charge (no lock-in) including activation fee and supplied modem	$268.94	$270.94	$278.94	$293.94

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

Information About the Service

Service Description

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. There are a range of value-added features included with FTTH plans, with further details here here.

- Netphone offered (with iiNet supplied modem)
- Unlimited data
- No excess quota usage charges
- 24/7 customer service

Minimum Term

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

Early Cancellation and Hardware Fees

There are no cancellation fees for 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.

If your order is withdrawn after receiving the Modem we supplied to you, then you will need to return the Modem to us in Good Working Order within 21 days of cancellation/withdrawal. If you do not return the Modem, then you will be charged a Modem non-return fee of $114.95, which is the total cost of the Modem.

Availability

The FTTH service is only available within an FTTH ready service area. Use our coverage checker www.iinet.net.au/home to check FTTH availability at your address. Use our coverage checker to check FTTH availability at your address.

Equipment Required

You will require a compatible modem that is Wi-Fi enabled to connect with wireless devices. You may purchase the iiNet modem for $114.95 ($0 delivery fee applies) or bring your own compatible modem. To

be provided a working netphone service, you need a standard phone handset (approved for use in Australia) and you must purchase the iiNet modem. If you are an existing customer, you may be able to use your existing modem – we can advise you if your modem is compatible.
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

Changes to your Plan

From time to time, we may make changes to your plan (including the price or inclusions), or we may move you to a new plan (which may cost more and may have different inclusions). If we consider that the change or move has more than a minor detrimental impact on you, we will give you notice. If you don't like the changes or the new plan, you can cancel your service. If you cancel, you may need to pay for the Modem if it is not returned.

FTTH Speeds

Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. Speeds are not guaranteed and may vary.
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. Learn more about FTTH speeds here.

Call Packs

We offer our netphone service on a Pay As You Go basis at no additional cost to customers that purchase the Modem with their plan and existing customers who reuse their compatible iiNet supplied modem. Great value call packs are available at an additional monthly fee on all FTTH plans.
See full list of FTTH Phone call rates here.
Critical Information Summary for VOIP Phone here.
Great value call packs (as below) are available at an additional monthly fee. Acceptable Use Policy applies.

Call Packs	Call Pack Inclusions	Monthly Charge
Basic	• Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles	$5
Premium	• Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles • Unlimited international calls to any landline or mobile to the select 23 destinations (excluding satellite phones)	$15

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** TIO Website