

Critical Information Summary

IINET nbn® SENIORS CARD



Plan	nbn® Seniors Card activated after 6 September 2019	nbn® Seniors Card activated before 6 September 2019
Monthly Charge	\$44.99	\$39.99 + *\$5 Basic Call Pack (For Select Customers)
Monthly Included Data	50GB	50GB
nbn® Phone Call Inclusions	Includes calls to local & standard national	PAYG (if Basic Call Pack is not added) See below for inclusions of Basic Call Pack
Cost of 1GB of Included	\$0.90	\$0.80
Total Min. Charge (24-month contract)	\$1,089.76	\$969.76 (excluding Basic Call Pack charge)

Customers cannot move between the two plans.

Total Minimum Charge on a 24-month contract is 24 months of plan rental plus \$10 modem delivery fee.

*\$5 Basic Call Pack applicable for select customers. Basic Call Pack includes unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223), unlimited standard national calls and unlimited national calls to mobiles.

Information About The Service

Service Description

The nbn® Seniors Card plan is a broadband internet service which uses the nbn® (FTTP, FTTB, FTTN, FTTC, HFC or Wireless) Network to deliver internet connectivity to the Network Boundary Point at your premises.

Depending on your nbn® Seniors Card plan, we may offer our nbn® Phone service at no additional cost, offering included local and standard national calls or your calls may be on a 'pay as you go' basis. See full list of nbn® Phone call rates [here](#). Critical Information Summary for nbn® Phone can be found [here](#).

There are a range of value-added features included with nbn® Seniors plans, with further details [here](#).

- nbn® Phone offered
- No excess quota usage charges
- 24/7 customer service

Minimum Term

The nbn® Seniors Card plan is only available on a 24-month contract, which comes with an included WiFi modem and \$0 set up fee.

Early Cancellation Fees

A break fee applies if you cancel your service during the 24 months contract term. The minimum applicable break fee is \$300 within the first 6 months. The below nbn® break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.

- 0-6 months tenure: \$300 contract break fee
- 7-12 months tenure: \$225 contract break fee
- 13-18 months tenure: \$150 contract break fee
- 19-24 months tenure: \$100 contract break fee

Cancelling the nbn® service will also cancel any other iiNet products that are only available with nbn®. Should those products have their own contract, you are 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 nbn® Seniors Card plan is only available to eligible Seniors Card holders within areas serviced by the nbn® (FTTP, FTTB, FTTN, FTTC, HFC or Wireless). Use our [coverage checker](#) to check nbn® availability at your address.

Non-standard installations may incur additional fees. An nbn® \$300 New Development Charge applies if your premises is identified by nbn® as being within the site boundary of a new development.

Equipment Required

An nbn® compatible modem that is WiFi enabled to connect with wireless devices. For more information, see [here](#).

If you want to connect wireless devices or make use of your included nbn® Phone service (some FTTP services supply an nbn® Phone service that does not require a VoIP enabled modem). An iiNet modem (which is WiFi and VoIP enabled) will be supplied to you for \$0 as part of the nbn® Seniors Card plan.

You will also need a standard phone handset (approved for use in Australia) to use your included nbn® Phone service.

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

nbn® Speeds

nbn® Technology	Typical Evening Download Speeds*	
	Download speeds	Upload speeds
nbn® Fibre (excluding Wireless)	12.0Mbps	0.8Mbps
nbn® Wireless	9.3Mbps	0.9Mbps

The nbn® Seniors Card plan is configured on the NBN12 wholesale speed tier.

Typical Evening Speeds are subject to change and are measured 7pm-11pm. Speeds are not guaranteed and may vary.

For FTTN/B/C customers, we will inform you of your maximum attainable line speed once it's available from nbn® after activation. If you are on a higher speed nbn® plan that your line can't support, we'll provide you with options, including to downgrade or cancel your service for no extra charge and with a credit (if downgrading) or a refund (if cancelling).

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 nbn® speeds [here](#).

Excess Usage

Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps. You may purchase additional data if required. For more information, see [here](#).

nbn® Access Technologies

Our nbn® service can be delivered over the nbn® Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fibre to the Curb (FTTC) as Ethernet, Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2. More information on nbn® access technologies is available [here](#).

Battery Backup and Power Outages

This service does not include a battery backup. This means you will not be able to access any internet and telephony services provided by nbn® during a power outage. This includes making calls to emergency service numbers like 000. Please ensure you have alternate ways of making calls, such as a mobile phone.

Other Information

Toolbox	You can monitor your iiNet nbn® 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	<p>Sales Phone: 13 19 17 Email: sales@iinet.net.au</p> <p>Support & Billing Phone: 13 22 58 Email: support@iinet.net.au</p>
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	<p>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO Phone: 1800 062 058 www.tio.com.au/making-a-complaint</p>