

# Critical Information Summary

## IINET NBN WIRELESS



Plan	NBN12 Liimitless	NBN25 Liimitless
Monthly Charge	\$74.99	\$76.99
Typical Evening Download Speed (7pm-11pm)	9.3Mbps	14.4Mbps
Typical Evening Upload Speed (7pm-11pm)	0.9Mbps	3.8Mbps
Monthly Included Data	Unlimited	
NBN Phone Call Inclusions	Pay as you go	
Total Min. Charge (no lock-in)	\$189.94	\$191.94

Total Minimum Charge on a no lock-in contract is the \$114.95 modem fee, \$0 modem delivery fee plus one month of plan rental.

### Information About The Service

#### Service Description

The NBN Wireless service is a broadband internet service which uses the NBN Fixed Wireless Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN Wireless plan we offer our NBN Phone service at no additional cost, with great call rates and call packs depending on your choice. 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 Wireless plans, with further details [here](#).

- NBN Phone offered
- Liimitless data
- No excess quota usage charges
- 24/7 customer service

#### Minimum Term

NBN plans are supplied on a no lock-in contract.

#### Early Cancellation Fees

No lock-in contract – none. You can cancel at any time.

Cancelling the NBN Wireless service will also cancel any other iinet products that are only available with NBN Wireless. 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

This service is available in areas serviced by the NBN (Fixed 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](#).

To be provided a working NBN Phone service, you need a standard phone handset (approved for use in Australia) and you must purchase an iinet modem. If you are an existing customer, you may be able to use your existing modem – we will advise you if your modem is compatible during selection of your NBN Wireless plan. An iinet modem costs \$114.95 on a no lock-in contract plus \$0 delivery fee.

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 Fixed Wireless Speeds

Typical Evening Speeds are subject to change and are measured 7pm-11pm. NBN12 & NBN25 indicate the underlying speed tier that your NBN plan is on and represents the maximum possible speed that is available outside the busy period of 7pm-11pm.

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. Addresses with speeds affected by NBN Co wireless network congestion will be notified. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about NBN speeds [here](#).

Where you use an NBN Fixed Wireless Service and your usage falls within certain parameters set by NBN Co, your download or upload speeds may be impacted by NBN Co's enforcement of its fair use policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using.

## NBN Phone & Call Packs

We offer our NBN phone service at no additional cost to customers that purchase a modem with their plan and existing customers who reuse their compatible iiNet supplied modem.

See full list of NBN Phone call rates [here](#).

Critical Information Summary for NBN 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
<b>Basic</b>	<ul style="list-style-type: none"><li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li></ul>	\$5
<b>Value</b>	<ul style="list-style-type: none"><li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li><li>100 minutes each month to call any landline or mobile in any destination listed in the Value Pack in our <a href="#">Netphone</a> page (excluding satellite phones)</li></ul>	\$10
<b>Premium</b>	<ul style="list-style-type: none"><li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li><li>Unlimited international calls to any landline or mobile to the select <a href="#">23 destinations</a> (excluding satellite phones).</li></ul>	\$15

## Other Information

<b>Toolbox</b>	You can monitor your iiNet NBN data and/or voice usage by logging into <a href="#">Toolbox</a> online.
<b>Broadband Education Package</b>	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies <a href="#">here</a> .
<b>We're here to help</b>	<p>Sales Phone: <b>13 19 17</b> Email: <a href="mailto:sales@iinet.net.au">sales@iinet.net.au</a></p> <p>Support &amp; Billing Phone: <b>13 22 58</b> Email: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a></p>
<b>Complaints Handling</b>	If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined <a href="#">here</a> .
<b>Telecommunications Industry Ombudsman</b>	<p>If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO Phone: <b>1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p>