

Critical Information Summary

IINET nbn® WIRELESS



Plan	NBN12 Liimitless	NBN25 Liimitless
Monthly Charge	\$74.99	\$76.99
Typical Evening Download Speed (7pm-11pm)	10Mbps	20Mbps
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) including supplied modem	\$420.99	\$422.99

Total Minimum Charge on a no lock-in contract if you purchase the iiNet Wi-Fi Max Modem (the 'Modem') is the \$336 modem fee, \$10 modem delivery fee plus one month of plan fees. If you stay connected for 24 months, the Modem costs \$0. If you leave prior to 24 months, you may choose to return the Modem in Good Working Order within 21 days to avoid paying the remaining cost of the Modem. If you keep the Modem, you will be charged \$14 multiplied by months remaining in the first 24 months. For example, if you leave after 18 months, you would pay \$14 x 6 (the number of remaining months), a total of \$84. The total Modem cost is \$336.

Total Minimum Charge on a no lock-in contract if you BYO modem is 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. There are a range of value-added features included with nbn® Wireless plans, with further details [here](#).

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

Minimum Term

nbn® Wireless plans are supplied on a no lock-in contract.

Early Cancellation and Hardware Fees

There are no cancellation fees for no lock-in contracts. However, you may be required to pay out the cost of the Modem if you leave prior to 24 months (refer to Total Minimum Charge under the Plans table above). The maximum cost of the Modem is \$336. Alternatively, you may choose to return your Modem in Good Working Order within 21 days to avoid paying the remaining cost of the Modem.

'Good Working Order' means the returned modem is near new with only minor signs of wear and tear, and includes all original equipment.

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.

If your order is withdrawn after receiving the Modem we supplied to you, then you will need to return the Modem to us in Good Working Order within 21 days of cancellation/withdrawal.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 \$336, which is the total cost of the Modem.

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 Wi-Fi enabled to connect with wireless devices. You may purchase the iiNet Wi-Fi Max Modem (the 'Modem') or bring your own compatible modem. For more information on compatible modems, see [here](#). If you purchase the Modem, you will be supplied with a new or remanufactured compatible modem.

To be provided a working nbn® Phone service, you need a standard phone handset (approved for use in Australia) and you must purchase the 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. 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 Wi-Fi 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

With the purchase of the iiNet modem we offer our nbn® phone service on a Pay As You Go basis at no additional cost to customers that purchase the Modem 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
Basic	<ul style="list-style-type: none">Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles	\$5
Value	<ul style="list-style-type: none">Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles100 minutes each month to call any landline or mobile in any destination listed in the Value Pack in our Netphone page (excluding satellite phones)	\$10
Premium	<ul style="list-style-type: none">Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobilesUnlimited international calls to any landline or mobile to the select 23 destinations (excluding satellite phones).	\$15

Mobile Backup Feature

This optional feature is only available with purchase of the Modem. It allows you to configure the Modem to connect to a mobile hotspot network from your mobile phone and automatically use your mobile data during an nbn® service outage. The feature requires use of your mobile data at your own cost. Check the data allowance and terms of use of your mobile service to ensure it is compatible with use of this feature. Speeds, availability and performance of the Mobile Backup feature are dependent on the capabilities and limitations of your mobile phone, mobile network coverage and plan speeds offered by your mobile data plan provider.

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>