CRITICAL INFORMATION SUMMARY:

Residential NBN Fibre

Information About The Service

The NBN Fibre service is a broadband Internet service which uses the NBN Optical Fibre Access Network to deliver Internet connectivity at the Network Boundary Point at your Premises.

Requirements & Availability

The NBN Fibre service is only available within an NBN fibre service area. Unless your premises is already connected, you will need to be connected to the NBN Optical Fibre Access Network. Standard installations are done without charge to you. Non-standard installations may require you to pay charges.

You will require an NBN ready router to connect to your NBN Fibre services. If you don't already have one, iiNet can sell or rent you a suitable device at an additional cost.

NBN Fibre availability can be checked using the online coverage checker at
www.iinet.net.au/nbn/nbn-coverage-map.html

Minimum Term

NBN Fibre plans are available on either a no fixed term agreement, or on a 24 month agreement which gives you access to discounted BoB hardware.

Included Features

There are a range of value-added features included with iiNet NBN Fibre plans, with further detail on the website;

On and off peak quota	1GB Webspace	10 email addresses	Email Protection
Turbo speed packs	No Excess quota usage charges	Data packs	Access to the iiNet Freezone

Information About Pricing

Monthly Charges

All NBN Fibre plans have a standard monthly price.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (no contract)	Total Minimum Price (24 Month contract)	Unit cost 1GB of data included in plan
NBN Fibre 1 (12/1)	20GB + 20GB	$49.95	$49.95	$1,198.80	$1.25
NBN Fibre 1 (25/5)	20GB + 20GB	$54.95	$54.95	$1,318.80	$1.37
NBN Fibre 1 (50/20)	20GB + 20GB	$64.95	$64.95	$1,558.80	$1.62
NBN Fibre 1 (100/40)	20GB + 20GB	$69.95	$69.95	$1,678.80	$1.75
NBN Fibre 2 (12/1)	100GB + 100GB	$59.95	$59.95	$1,438.80	$0.30
NBN Fibre 2 (25/5)	100GB + 100GB	$64.95	$64.95	$1,558.80	$0.32
NBN Fibre 2 (50/20)	100GB + 100GB	$74.95	$74.95	$1,798.80	$0.37
NBN Fibre 2 (100/40)	100GB + 100GB	$79.95	$79.95	$1,918.80	$0.40
NBN Fibre 3 (12/1)	500GB + 500GB	$79.95	$79.95	$1,918.80	$0.08
NBN Fibre 3 (25/5)	500GB + 500GB	$84.95	$84.95	$2,038.80	$0.084
NBN Fibre 3 (50/20)	500GB + 500GB	$94.95	$94.95	$2,278.80	$0.094
NBN Fibre 3 (100/40)	500GB + 500GB	$99.95	$99.95	$2,398.80	$0.099

Further information: www.iinet.net.au/nbn

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- The Total Minimum Price on a monthly contract is one month of plan rental.
- The Total Minimum Price on a 24 Month Contract is 24 months of plan rental.

Setup Fee
- There is no set-up fee or installation charges to sign up to a standard NBN Fibre service. Any 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. There are no automatic excess usage charges on Residential NBN Fibre services – instead, traffic beyond the included data quota will be shaped to 256 kbps/256kps.
- You may purchase Data Packs at an additional cost for a data quota top up, if required.
- Information on Data Pack pricing is available at **www.iinet.net.au/nbn/fibre/plans**

Early Termination Charge
If you cancel your service during the initial 24 month period, there is no early termination fee on the NBN Fibre plan. Cancelling your NBN Fibre Service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with NBN Fibre. Should those products have their own contract, you will be liable for their associated break fees.

Other Information

Usage Information
Customers can obtain information on their Residential NBN Fibre usage information at
https://toolbox.iinet.net.au

Customer Service Contact Details
You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing **support@ iinet.net.au**, or for Sales assistance via **13 19 17** or emailing **sales@iinet.net.au** or via appropriate contact form to the appropriate area at **www.iinet.net.au/contact**

Dispute Resolution Process
If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at **https://iihelp.iinet.net.au/Complaints_escalation_ process**

Telecommunications Industry Ombudsman
If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at **www.tio.com.au/making-a-complaint**

Further information: www.iinet.net.au/nbn

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