

# Critical Information Summary:

## 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.

With every NBN Fibre plan we also include Netphone at no additional cost. Netphone is our Voice over IP (VoIP) service which includes your local and standard national calls. Typically you can transfer your existing landline number to Netphone. Further information on Netphone is available at: [www.iinet.net.au/about/legal/cis/cis-voip.pdf](http://www.iinet.net.au/about/legal/cis/cis-voip.pdf)

### Required Services & Availability

The NBN Fibre service is only available within an NBN Fibre ready service area. NBN Fibre availability can be checked using the online coverage checker at: [www.iinet.net.au/internet/broadband/nbn/coverage/](http://www.iinet.net.au/internet/broadband/nbn/coverage/)

Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges.

You will require an NBN-compatible router if you want to connect multiple devices at once. The router will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your Netphone service. If you don't already have one, iinet can sell or rent you a suitable device at an additional cost.

### Minimum Term

NBN Fibre plans are available on either no lock-in contract, or on a 24 month contract. A 24 month contract gives access to discounted hardware, as well as \$0 activation (\$79.95 on a no lock-in contract).

### Included Features

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

Local and standard national calls included with Netphone	1GB Webspace	10 email addresses	Email Protection
Access to the iinet Freezone	No Excess quota usage charges	Anytime quota	24/7 Customer service

### Information About Pricing

#### Monthly Charges

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (No lock-in contract)	Total Minimum Price (24 month contract)	Unit Cost 1GB of data included in plan
NBN Fibre 1 (12/1)	50GB	\$59.90	\$139.85	\$1,437.60	\$1.20
NBN Fibre 1 (25/5)	50GB	\$64.90	\$144.85	\$1,557.60	\$1.30
NBN Fibre 1 (50/20)	50GB	\$74.90	\$154.85	\$1,797.60	\$1.50
NBN Fibre 1 (100/40)	50GB	\$79.90	\$159.85	\$1,917.60	\$1.60
NBN Fibre 2 (12/1)	250GB	\$69.90	\$149.85	\$1,677.60	\$0.28
NBN Fibre 2 (25/5)	250GB	\$74.90	\$154.85	\$1,797.60	\$0.30
NBN Fibre 2 (50/20)	250GB	\$84.90	\$164.85	\$2,037.60	\$0.34
NBN Fibre 2 (100/40)	250GB	\$89.90	\$169.85	\$2,157.60	\$0.36
NBN Fibre 3 (12/1)	500GB	\$89.90	\$169.85	\$2,157.60	\$0.18
NBN Fibre 3 (25/5)	500GB	\$94.90	\$174.85	\$2,277.60	\$0.19
NBN Fibre 3 (50/20)	500GB	\$104.90	\$184.85	\$2,517.60	\$0.21
NBN Fibre 3 (100/40)	500GB	\$109.90	\$189.85	\$2,637.60	\$0.22
NBN Fibre 4 (12/1)	1000GB	\$99.90	\$179.85	\$2,397.60	\$0.10
NBN Fibre 4 (25/5)	1000GB	\$104.90	\$184.85	\$2,517.60	\$0.10
NBN Fibre 4 (50/20)	1000GB	\$114.90	\$194.85	\$2,757.60	\$0.11
NBN Fibre 4 (100/40)	1000GB	\$119.90	\$199.85	\$2,877.60	\$0.12

Further information: [www.iinet.net.au/internet/broadband/nbn/](http://www.iinet.net.au/internet/broadband/nbn/)

- The Total Minimum Price on a 24 month contract is 24 months of plan rental.
- The Total Minimum Price on no lock-in contract is the activation fee (\$79.95) plus one month of plan rental.

### Setup Fee

The below activation fee is applicable when signing up to an NBN Fibre plan.

Service	Details	Charge (No lock-in contract)	Charge (24 month contract)
NBN Fibre	Activation Fee	\$79.95	\$0

*Any cabling that is required in your premises beyond the Network Boundary point is your responsibility*

### Excess usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on NBN Fibre – instead, traffic beyond the included data quota will be slowed to 256 kbps/256kbps.

- 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: [iihelp.iinet.net.au/support/data\\_packs\\_information](http://iihelp.iinet.net.au/support/data_packs_information)

### Cancellation Fees

- Applies to 24 month contract term only - the maximum applicable break fee is \$200 within the first 6 months. The below NBN Fibre break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- 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.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 month contract	\$200	\$150	\$100	\$80
No lock-in Contract	\$0	\$0	\$0	\$0

## Other Information

### Usage Information

Customers can obtain information on their Cable usage information at <https://toolbox.iinet.net.au>

### Battery Backup and Power Outages

iiNet NBN Fibre has the ability to work in a power outage if a battery backup is installed with your NBN Fibre service. In order for your service to work in a power outage please be aware;

- You must have an active battery backup unit installed. (This is optional and you can elect to get this installed at no extra cost when you apply for NBN Fibre with iiNet)
- Access to the internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port on the NBN Connection Box.
- During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

### Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing [support@iinet.net.au](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](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](http://www.tio.com.au/making-a-complaint)

*Further information: [www.iinet.net.au/internet/broadband/nbn/](http://www.iinet.net.au/internet/broadband/nbn/)*