Critical Information Summary:
NBN

Information About The Service

The NBN service is a broadband internet service which uses the NBN Fibre (FTTP, FTTB or FTTN) Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN plan we include our Netphone (Voice over IP) phone service at no additional cost, offering great call rates and call inclusions depending on your plan of choice. The Critical Information Summary for Netphone can be found at: **www.iinet.net.au/about/legal/cis/cis-voip.pdf**

Required Services & Availability

The NBN service is only available within an NBN (FTTP, FTTB or FTTN) ready service area. NBN availability can be checked using our coverage checker at: **www.iinet.net.au/internet/broadband/nbn/coverage/**

You will require an NBN ready modem, with support for all types of NBN services. Your modem will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your Included Netphone service.

Minimum Term

NBN plans are available on either a no lock-in contract, or on a 24 month contract.
With a 24 month contract, you can choose to take a WiFi modem (for which a $10 delivery charge applies), and no activation charge is payable ($79.95 on a no lock-in contract).

Included Features

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

Netphone included	1GB Webspace	20 email addresses
24/7 Customer service	No Excess quota usage charges	Contract flexibility

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Included Netphone calls	Minimum & Maximum Monthly Charge	Total Min. Price (no contract)	Total Min. Price (24 month contract)	Unit Cost 1GB of data included in plan
NBN 1 (Basic)	100GB+100GB	Local & Standard	$59.90	$139.94	$1,439.76	$0.30
NBN 2 (Boost)	1000GB	Local & Standard National	$79.99	$159.94	$1,919.76	$0.08
NBN 3 (Boost)	1000GB	Local, Standard National & Australian Mobiles	$89.99	$169.94	$2,159.76	$0.09
NBN 4 (MAX)	1000GB	Local & Standard National	$109.99	$189.94	$2,639.76	$0.11
NBN 5 (MAX)	1000GB	Local, Standard National & Australian Mobiles	$119.99	$199.94	$2,879.76	$0.12

- 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.
- A $10 hardware delivery fee applies if a modem is supplied to you.
- Basic, Boost and MAX indicate the underlying NBN wholesale access connection speeds. Basic means speeds of up to 12Mbps download/1Mbps upload; Boost means speeds of up to 25Mbps download/5Mbps upload; MAX means speeds of up to 100 Mbps download/40Mbps upload.

Due to a number of factors, speeds may vary and may be slower than the maximum NBN wholesale connection speeds. Learn more about NBN speeds at: **https://iihelp.iinet.net.au/support/node/17104/**

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

Setup Fee

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

Service	Details	Charge (No contract)	Charge (24 month contract)
NBN (FTTP, FTTB and FTTN)	Activation Fee	**$79.95**	**$0**

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.

Excess usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges on NBN – instead, traffic beyond the included data quota will be slowed (shaped) to 256/256kbps on our NBN 1 Plan or 8/1Mbps on our NBN 2 – 5 Plans. Additional data can be purchased if your traffic is slowed. For more information, see: **iihelp.iinet.net.au/support/data_packs_information**

Cancellation Fees

- Apply to 24 month contract term only - the maximum applicable break fee is $200.

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

- Cancelling your NBN service will also result in a cancellation of any other iiNet products you've purchased, that are only available when bundled with NBN. 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 NBN usage at **https://toolbox.iinet.net.au**

NBN Access Technologies

Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) 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 at: **www.iinet.net.au/internet/broadband/nbn/about/**

Battery Backup and Power Outages

NBN FTTP services have the ability to operate during a power outage if a **battery backup unit (BBU)** is installed. A BBU is available only on NBN FTTP. In order for your service to work in a power outage please be aware that:

- You must have an active BBU installed. (This is optional and you can elect to get this installed at no extra cost when you apply for an NBN FTTP service 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 (UNI-D) on the NBN Connection Box (NTD).
- 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**, 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