

# Critical Information Summary:

## NBN

### Information About The Service

The NBN service is a broadband internet service which uses the NBN Fibre (FTTP, FTTB, FTTN or HFC) 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-nbn-netphone.pdf](http://www.iinet.net.au/about/legal/cis/cis-nbn-netphone.pdf)

#### Required Services & Availability

The NBN service is only available within an NBN (FTTP, FTTB, FTTN or HFC) ready service area. NBN availability can be checked using our coverage checker at: [www.iinet.net.au/internet/broadband/nbn/coverage/](http://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. NBN HFC services require you to purchase an iinet modem (which is WiFi and VoIP enabled).

You will also need a standard phone handset (approved for use in Australia) to use your included Netphone service.

#### Minimum Term

NBN plans are available on either a no lock-in contract, or on a 24 month contract. A 24 month offers an included WiFi modem, 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 plans, with further detail on the website.

|  |                       |                               |
|--|-----------------------|-------------------------------|
| Liimitless Data<br>(on selected plans) | Netphone included     | Contract flexibility          |
|  | 24/7 Customer service | No Excess quota usage charges |

### Information About Pricing

#### Monthly Charges

| Plan Name                                  | Monthly Included Data | Included Netphone Call Charges                                  | Monthly Charge | Total Min. Charge (no lock-in contract) FTTP, FTTB, FTTN | Total Min. Charge (no lock-in contract) NBN HFC only | Total Min. Charge (24 month contract) |
|--|-----------------------|---|----------------|--|--|---------------------------------------|
| <b>NBN 500 Basic</b>                       | 500GB                 | Pay as you go   | \$59.99        | \$139.94   | \$238.94   | \$1,449.76                            |
| <b>NBN Liimitless Basic</b>                | Liimitless            | Pay as you go   | \$69.99        | \$149.94   | \$248.94   | \$1,689.76                            |
| <b>NBN Liimitless Boost Incl LN Calls</b>  | Liimitless            | Includes calls to local & standard national                     | \$79.99        | \$159.94   | \$258.94   | \$1,929.76                            |
| <b>NBN Liimitless Boost Incl LNM Calls</b> | Liimitless            | Includes calls to local, standard national & Australian mobiles | \$89.99        | \$169.94   | \$268.94   | \$2,169.76                            |
| <b>NBN Liimitless MAX</b>                  | Liimitless            | Pay as you go   | \$99.99        | \$179.94   | \$278.94   | \$2,409.76                            |
| <b>NBN Liimitless MAX Incl LN Calls</b>    | Liimitless            | Includes calls to local & standard national                     | \$109.99       | \$189.94   | \$288.94   | \$2,649.76                            |
| <b>NBN Liimitless MAX Incl LNM Calls</b>   | Liimitless            | Includes calls to local, standard national & Australian mobiles | \$119.99       | \$199.94   | \$298.94   | \$2,889.76                            |

- Cost of 1GB of data included in NBN 500 Basic is \$0.12/GB.
- Total Minimum Charge on a 24 month contract is 24 months of plan rental plus \$10 modem delivery fee.
- Total Minimum Charge on no lock-in contract is the activation fee (\$79.95) plus one month of plan rental. For NBN HFC, the total min cost also includes \$89 for modem and a \$10 modem delivery fee.
- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.

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

Information is current as of 21/11/2017, is subject to change without notice and all prices quoted include GST

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- Basic, Boost and MAX indicate the underlying NBN wholesale connection speed. Basic means speeds of between 8Mbps and 12Mbps download/1Mbps upload; Boost means speeds between 8Mbps and 25Mbps download/between 1Mbps and 5Mbps upload; MAX means speeds between 25Mbps and 100Mbps download/between 1Mbps and 40Mbps upload. FTTB/N speeds to be confirmed. 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/>
- Full list of Netphone call rates is available at [www.iinet.net.au/nbn-netphone](http://www.iinet.net.au/nbn-netphone)

### Setup Fee

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

| Service                        | Details        | Charge (no lock-in contract) | Charge (24 month contract) |
|--------------------------------|----------------|------------------------------|----------------------------|
| NBN (FTTP, FTTB, FTTN and HFC) | 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 automatic excess usage charges on NBN – instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for NBN 500 Basic. Limitless plans are not shaped. You may purchase additional data if required: for more information, see [iihelp.iinet.net.au/support/data\\_packs\\_FAQ](https://iihelp.iinet.net.au/support/data_packs_FAQ)

### Cancellation Fees

- Applies to 24 month contract term only - the maximum applicable break fee is \$300 within the first 6 months. The below NBN break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your NBN service will also cancel any other iiNet products you've purchased that are only available when bundled with NBN. Should those products have their own contract, you are 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   | \$300        | \$225         | \$150          | \$100          |

## 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, Hybrid Fibre-Coaxial (HFC) 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/](http://www.iinet.net.au/internet/broadband/nbn/about/)

### Battery Backup and Power Outages

Your NBN service does not include a battery backup. This means your household will be unable to access any internet and telephony services provided by nbn™ during a power outage. This includes making calls to emergency service numbers like 000. Please ensure you have alternate ways of making calls, such as a mobile phone.

### 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/nbn](http://www.iinet.net.au/nbn)*