

# Critical Information Summary:

## NBN

### About the Service

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

With every NBN plan we offer our NBN Phone service at no additional cost on NBN12-NBN100 plans, with great call rates and call inclusions depending on your plan of choice. See full list of NBN Phone call rates here:

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

- Critical Information Summary for NBN Phone can be found here [www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf](http://www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf)

### Included Features

There are a range of value-added features included with NBN plans, with further details here: [www.iinet.net.au/nbn](http://www.iinet.net.au/nbn)

- NBN Phone offered on NBN12-100 plans
- Liimitless data on selected plans
- No excess quota usage charges
- 24/7 customer service

### Minimum Term

Choose from:

- No lock-in contract with \$0 activation fee, or
- 6 month contract with \$0 activation fee (new customers only).

### Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 6 month contract – if you cancel before the period ends, you will need to pay a \$40 break fee.
- 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.

### Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- If you selected to purchase a modem or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

### Plans

Plan Name	Speed Tier	Monthly Included Data	NBN Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)	Total Min. Charge (6 mth contract)
NBN12 500	NBN12	500GB	Pay as you go	\$59.99	\$169.94	\$429.89
NBN25 Liimitless	NBN25	Liimitless	Pay as you go	\$69.99	\$179.94	\$489.89
NBN50 Liimitless	NBN50	Liimitless	Pay as you go	\$74.99	\$184.94	\$519.89
NBN50 Liimitless Incl LNM Calls	NBN50	Liimitless	Standard calls to local, national & Australian mobiles	\$79.99	\$189.94	\$549.89
NBN100 Liimitless	NBN100	Liimitless	Pay as you go	\$99.99	\$209.94	\$669.89
NBN100 Liimitless Incl LNM Calls	NBN100	Liimitless	Standard calls to local, national & Australian mobiles	\$109.99	\$219.94	\$729.89
NBN250 Liimitless	NBN250 / nbn™ Home Superfast	Liimitless	N/A	\$134.99	\$134.99	N/A
NBN Ultrafast Liimitless	NBN Ultrafast	Liimitless	N/A	\$154.99	\$154.99	N/A

- The NBN12 500 plan is \$0.12/GB.
- Total Minimum Charge on no lock-in contract is the \$99.95 modem fee, \$10 modem delivery fee plus one month of plan rental. For NBN250/Ultrafast plans the Total Minimum Charge is one month of plan rental
- Total Minimum Charge on a 6 month contract is 6 months of plan rental, the \$59.95 modem fee, \$10 modem delivery fee plus one month of plan rental.

### Availability

- This service is available in areas serviced by the NBN (FTTP, FTTB, FTTN, FTTC or HFC). Use our coverage checker [www.iinet.net.au/home](http://www.iinet.net.au/home) to check NBN availability at your address.
- NBN250/Ultrafast plans are only available in FTTP & select HFC areas.
- 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.

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

## Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices. For more information, see [www.help.iinet.net.au/connecting-nbn-network#hardwarelookup](http://www.help.iinet.net.au/connecting-nbn-network#hardwarelookup)
- NBN250/Ultrafast plans require you to BYO modem.
- To be provided a working NBN Phone service you need a standard phone handset (approved for use in Australia) and you must purchase an iiNet 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 plan.
  - An iiNet modem costs \$99.95 on a no lock-in contract (discounted to \$59.95 if you take a 6 month contract or if you are an existing customer) plus \$10 delivery fee.
- 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 Speeds

- FTTN, FTTC & FTTB speeds to be confirmed when active. 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. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. More information: [www.help.iinet.net.au/speeds-nbn-network-explained](http://www.help.iinet.net.au/speeds-nbn-network-explained)
- NBN12, NBN25, NBN50, NBN100 & NBN250 indicate the underlying NBN wholesale connection speed tier and represent the maximum possible speed in Mbps that is available outside the typical busy period speeds stated below.
  - NBN Ultrafast has an off-peak download speed of 500Mbps on NBN HFC, and 990Mbps on NBN FTTP.

Speed Tier	Typical Evening Download Speeds (7pm – 11pm)	Upload speeds
Basic (NBN12)	12.0Mbps	1Mbps
Standard (NBN25)	22.0Mbps	Between 1Mbps & 5Mbps
Standard Plus (NBN50)	48.0Mbps	Between 1Mbps & 20Mbps
Premium (NBN100)	95.0Mbps	Between 1Mbps & 20Mbps
Premium (NBN250 / nbn™ Home Superfast)	200.0Mbps <sup>^</sup>	Between 1Mbps & 25Mbps
Premium (NBN Ultrafast)	200.0Mbps <sup>^</sup>	Between 1Mbps & 50Mbps

- <sup>^</sup>NBN250/Ultrafast: As these are new plans, the speeds stated here are currently based on an estimate. iiNet will revise the Typical evening speeds once it has collected enough data on the speed performance for these plans.

## Excess Usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for NBN12 500. You may purchase additional data if required. More information: [www.help.iinet.net.au/o/all-about-data-packs](http://www.help.iinet.net.au/o/all-about-data-packs)
- Plans with Liimitless data are not shaped.

## Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [toolbox.iinet.net.au](http://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 Curb (FTTC) 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 here: [www.iinet.net.au/nbn](http://www.iinet.net.au/nbn)

## Battery Backup and Power Outages

This service does not include a battery backup. This means you will not be able 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.

<p><b>iiNet Customer Service</b> Support &amp; Billing <b>P: 13 22 58</b> <b>E: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a></b></p> <p>Sales <b>P: 13 19 17</b> <b>E: <a href="mailto:sales@iinet.net.au">sales@iinet.net.au</a></b></p>	<p><b>Complaints Handling</b> If you are dissatisfied with iiNet, please contact us first, though our escalation process <b><a href="https://help.iinet.net.au/complaint-handling-policy">https://help.iinet.net.au/complaint-handling-policy</a></b> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO <b>P: 1800 062 058</b> <b><a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></b></p>
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Further information: [www.iinet.net.au/nbn](http://www.iinet.net.au/nbn)