Critical Information Summary: **NBN**

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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.

Included Features

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

- NBN Phone offered.
- Unlimited data on selected plans
- No excess quota usage charges
- 24/7 customer service

Minimum Term

NBN plans are supplied on no lock-in contract.

Early Cancellation Fees

- There are no cancellation fees for no lock-in contracts, however, you may be required to pay out the cost of your modem (refer to Total Minimum Charge under the Plans table below).
- 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.

Hardware Non-Return Fees

- If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to pay for the modem unless it is returned to us in good working order within 21 days of withdrawing your order.
- If you cancel your service after it has been activated, any applicable modem payment fees will apply in accordance with the terms and conditions of your chosen service.

Fetch Fees

- If you have selected a Fetch add-on with this plan and would like to withdraw your order from us or remove your Fetch subscription only your Fetch setup fees will be credited back to your account, provided that:
  a) your service has not yet been activated; and
  b) the Fetch Set Top box supplied to you is returned to us in good working order within 21 days of withdrawing your order or removing your Fetch subscription.
- If you cancel your Fetch subscription after your Fetch service has been activated, any applicable Fetch payment fees are non-refundable

Plans

Plan Name	Speed Tier	Monthly Included Data	NBN Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)
NBN12 Liimitless	NBN12	Unlimited	Pay as you go	$64.99	$266.99
NBN25 Liimitless	NBN25	Unlimited	Pay as you go	$74.99	$276.99
NBN50 Liimitless	NBN50	Unlimited	Pay as you go	$79.99	$281.99
NBN100 Liimitless*	NBN100	Unlimited	Pay as you go	$99.99	$301.99
NBN Superfast Liimitless	Superfast	Unlimited	Pay as you go	$129.99	$331.99
NBN Ultrafast Liimitless	Ultrafast	Unlimited	Pay as you go	$149.99	$351.99

- *Our NBN100 plan is configured on the NBN 100/20 wholesale tier which provides off peak upload speeds between 1Mbps and 20Mbps. By invitation only, some existing customers may be eligible to configure their NBN100 plan on the NBN 100/40 wholesale tier which provides off peak upload speeds between 1Mbps and 40Mbps by paying an additional $10 per month plan fee (this is only offered on a Month to Month basis). The applicable monthly charge for this is $109.99, and the total minimum charge (no lock-in) is $109.99.
- Total Minimum Charge on no lock-in contract if you purchase a modem is the $192 modem fee, $10 modem delivery fee plus one month of plan fees, provided you return the modem to us in good working order within 21 days of cancelling your service (if you cancel prior to 24 months). If you stay connected for 24 months, the modem costs $0. If you leave prior to 24 months and do not return the modem within 21 days, then you will be charged a modem non-return fee calculated as $8 multiplied by months remaining in the first 24 months. For example, if you leave after 18 months you would pay $8 x 6 (the number of remaining months), a total of $48
- Total Minimum Charge on no lock-in contract if you BYO modem is 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** to check NBN availability at your address.
- Superfast/Ultrafast plans are only available in NBN FTTP & select NBN 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

Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices. For more information, see: **https://help.iinet.net.au/nbn-hardware-compatibility**
- Superfast/Ultrafast plans require a compatible high-speed modem, see: **www.iinet.net.au/byo**
- 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.
- 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

- Actual speeds for FTTB/N/C services to be confirmed. 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 info: **https://help.iinet.net.au/speeds-nbn-network-explained**

Speed Tier	Typical Evening Download Speeds*	Upload speeds
Basic (NBN12)	12Mbps	1Mbps
Standard (NBN25)	25Mbps	Between 1Mbps & 5Mbps
Standard Plus (NBN50)	50Mbps	Between 1Mbps & 20Mbps
Premium (NBN100)	90Mbps	Between 1Mbps & 20Mbps
Premium (NBN100)	90Mbps	Between 1Mbps & 40Mbps
Premium (Superfast)	210Mbps	Between 1Mbps & 25Mbps
Premium (Ultrafast)	450Mbps	Between 1Mbps & 50Mbps

- *Typical Evening Speeds are subject to change and are measured 7pm-11pm. Speeds are not guaranteed and may vary.
- The maximum possible speed that is available outside the busy period of 7pm-11pm is; 12Mbps (NBN12), 25Mbps (NBN25), 50Mbps (NBN50), 100Mbps (NBN100), 250Mbps (Superfast), 500Mbps (Ultrafast on NBN HFC) & 990Mbps (Ultrafast on NBN FTTP).

NBN Phone & Call Packs

We offer our NBN Phone service at no additional cost to customers that purchase a modem with their plan and existing customers who reuse their compatible iiNet supplied modem.

- See full list of NBN Phone call rates here: **www.iinet.net.au/nbn**
- Critical Information Summary for NBN Phone: **www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf**
- Great value call packs (as below) are available at an additional monthly fee. Acceptable Use Policy applies.

Call Pack Inclusions	Monthly Price	Eligible Plans
All your calls to standard Australian landline and mobile numbers	$5	NBN50 Liimitless
All your calls to standard Australian landline and mobile numbers	$10	NBN100 Liimitless, NBN Superfast Liimitless & NBN Ultrafast Liimitless
All your calls to landlines in our top 20 international destinations	$10	All NBN plans

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: **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**

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.

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

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

Information is current as of 23/11/2022, is subject to change without notice and all prices quoted include GST   Page **3** of **3**