Critical Information Summary:

VDSL2 Broadband

Information About The Service

The VDSL2 service is a broadband internet services which uses our own VDSL network to deliver superfast broadband speeds within the ACT.

With every iiNet VDSL2 plan we also include Netphone at no additional cost. Netphone is our Voice over IP (VoIP) service which includes all your local & 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**

Requirements & Availability
iiNet VDSL2 is only available within the ACT. Standard installations are performed without charge to you, provided you enter into a 24 month term with iiNet.

You will require a VDSL2-compatible router, which will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included Netphone service. If you don't already have one, iiNet can provide you with a suitable unit at no cost on a 24 month contract.

Service availability can be checked using our online coverage calculator: **www.iinet.net.au/internet**

Minimum Term
VDSL2 plans are available on either no fixed term, or on a 24 month agreement. With a 24 month agreement, standard setup and a modem are provided at no extra cost.

Included Features
There are a range of value-added features included with iiNet VDSL2, 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
VDSL2 is offered at a base speed of up to 25Mbps/5Mbps download/upload, with a full speed service of up to 80Mbps/20Mbps available for only an additional $10 per month.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Min. Price (no contract)	Total Min. Price (24 month contract)	Unit Cost 1GB of data included in plan
VDSL2 Home-1 (25/5)	100GB	$59.95	$229.95	$1,438.80	$0.60
VDSL2 Home-1 (80/20)	100GB	$69.95	$239.95	$1,678.80	$0.70
VDSL2 Home-2 (25/5)	1000GB	$79.95	$249.95	$1,918.80	$0.08
VDSL2 Home-2 (80/20)	1000GB	$89.95	$259.95	$2,158.80	$0.09

- The Total Minimum Price on a monthly contract is the standard in-place setup fee ($79.95) plus one month of plan rental.
- The Total Maximum Price on a 24 month contract is 24 months of plan rental, with $0 in-place setup fee.

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on VDSL2. Instead, traffic beyond the included data will be shaped to the speeds highlighted in the table below.

- You may purchase a Data Pack at an additional cost for a data top-up, if required.
- Information on Data Pack pricing is available at **www.iinet.net.au/internet/broadband/vdsl2**

Setup Fee

The below setup fees are applicable when signing up to a VDSL2 plan. The exact connection type required is determined after the initial application is lodged, at which point we'll contact you if a full new installation is required, before we proceed with the order.

Connection Type	Description	No Fixed Term	24 Month Contract
Standard Installation	Covers both premises where an active connection is already in place, and those where no previous connection exists, and consists of an overhead cable from the pole to the house, and one or two outlets depending on services selected.	$79.95	$0

Above setup fees cover all standard installation types only. Additional costs apply for non-standard connections, eg underground connection.

Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable break fee is $200 within the first 6 months. The following break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your Broadband service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with an iiNet Broadband service. 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

Other Information

Usage Information

Customers can obtain information on their Broadband usage at **https://toolbox.iinet.net.au**

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/internet/broadband/vdsl2/

Information is current as of 31/03/2015, is subject to change without notice and all prices quotes include GST – V2.2   Page **2** of **2**