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 (VoIP) at no additional cost, offering great rates and included calls. The Critical Information Summary for Netphone is available at **www.iinet.net.au/about/legal/cis/cis-voip.pdf**

Requirements & Availability

iiNet VDSL2 is only available within the ACT.

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 lock-in contract, or on a 24 month agreement which offers discounted setup and an included WiFi modem.

Included Features

There are a range of value-added features included with iiNet VDSL2, with further detail on the website:

Netphone included	Liimitless data	10 email addresses
24/7 Customer Service	No excess quota usage charges	1GB webspace

Information About Pricing

Monthly Charges

VDSL2 Special Offer: Sign up to the $79.99 plan on a 24 month contract and receive a 50% discount on the monthly fee for the first 12 months. VDSL2 2 will be charged at only $39.99/month for the first 12 months, $79.99/month thereafter. This offer is only available to new customers and may be withdrawn at any time.

Plan Name	Download Connection Speed*	Typical Evening Speeds**	Monthly Included Data	Included Netphone Calls	Min & Max Monthly Charge	Total Min. Price (no contract)	Total Min. Price (24 month contract)
VDSL2 1	up to 30Mbps	22.8Mbps	Liimitless	Local & Standard National	$69.99	$229.98	$1749.75
VDSL2 2	Between 20 and 80Mbps	65.8Mbps	Liimitless	Local & Standard National	$79.99	$239.98	$1509.75
VDSL2 3	Between 20 and 80Mbps	65.8Mbps	Liimitless	Local, Standard National & Australian Mobiles	$89.99	$249.98	$2229.75

*These are maximum VDSL2 access port speeds. **VDSL2 Speeds: Typical evening speed indicates download speed and is measured between 7pm and 11pm. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling equipment, download source and line length. Upload speeds of up to 5Mbps on VDSL2 1, up to 20Mbps on VDSL2 2 and 3. For more information, visit **www.iinet.net.au/vdsl2**

- The Total Minimum Price with no contract is the standard in-place setup fee ($159.99) plus one month of plan rental. A $10 hardware delivery fee also applies if a modem is purchased.
- The Total Maximum Price on a 24 month contract is the discounted in-place setup fee ($59.99) plus 24 months of plan rental, plus a $10 included modem delivery fee (where applicable).

Excess Usage

All of our VDSL2 plans come with Liimitless data. There are no excess usage charges.

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.	$159.99	$59.99

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 $300 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	$300	$225	$150	$100

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**