

# Critical Information Summary:

## On-Net ADSL Broadband

### Information About the Service

iiNet ADSL2+ is a residential service that delivers high-speed broadband nationwide via our own broadband network, the iiNetwork.

### Requirements & Availability

ADSL2+ requires a basic telephone service in order to function. You can use a suitable telephone service from another provider, or you can use the iiNet Home Phone service and bundle it with our ADSL2+ plans for no additional monthly charge. The Critical Information Summary for Home Phone can be found at [www.iinet.net.au/about/legal/cis/cis-homephone.pdf](http://www.iinet.net.au/about/legal/cis/cis-homephone.pdf)

You will require an ADSL modem to connect your service. If you don't already have one, iiNet can sell you a suitable device at additional cost.

ADSL2+ service availability can be checked using our online coverage calculator: [www.iinet.net.au/internet](http://www.iinet.net.au/internet)

To ensure you're always connected to the best product available, we may need to change your service, for example, when an upgraded service (like our NBN Fibre service) becomes available. If this happens, we'll inform you ahead of any changes.

### Minimum Term

ADSL2+ plans are available on either no lock-in contract or a 24 month contract which comes with an included WiFi modem, and discounted setup fee.

### Included Features

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

Liimitless Data (on selected plans)	1GB webspace & 10 email addresses	Email Protection
	No excess quota usage charges	24/7 Customer Service

### Information About Pricing

#### Monthly Charges

All ADSL2+ plans come with both Broadband and Home Phone line rental included in the monthly charges. All plans are available standalone, or bundled with the iiNet Home Phone service for the same monthly charge

Plan Name	Monthly Included Data	Call Charges (if bundled with Home Phone)	Monthly Charge	Total Min. Price (no lock-in contract)	Total Min. Price (24 mth contract)	Unit cost 1GB of data included in plan
ADSL2+ 500	500GB	Pay as you go	\$59.99	\$139.94	\$1,449.76	\$0.12
ADSL2+ Liimitless	Liimitless	Pay as you go	\$79.99	\$159.94	\$1,929.76	n/a
ADSL2+ Liimitless incl LNM Calls	Liimitless	Includes calls to local, standard national and Australian mobile numbers	\$89.99	\$169.94	\$2,169.76	n/a

- The Total Minimum Price on a no lock-in contract is the standard setup fee (\$79.95) plus one month of plan rental. A \$10 hardware delivery fee also applies if a modem is purchased.

- The Total Minimum Price on a 24 month contract is 24 months of plan rental, plus \$10 delivery fee for the included modem. If you cancel your ADSL2+ plan but not the Home Phone service, the monthly charge for the Home Phone service will be \$49.95 per month for Home Phone that was bundled with the ADS2+ Liimitless incl LNM Calls plan, or \$29.95 per month for Home Phone with all other ADSL2+ plans.

#### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+. Instead, traffic beyond the included data will be slowed to 256kbps/256kbps on the ADSL2+ 500 plan. Liimitless plans are not shaped.

- 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/adsl](http://www.iinet.net.au/internet/broadband/adsl)

#### Setup Fee

Your broadband setup fee will vary depending on your choice of contract.

Setup Method	No lock-in contract	24 month contract
Establish New Service (on suitable existing telephone line)	\$79.95	\$0

*Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.*

#### Cancellation Fees

- Applies to 24 month contract term only. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your Broadband service will also cancel any other iiNet products you've purchased that are only available when bundled with Broadband. 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
ADSL2+	\$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](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)