

Critical Information Summary: On-Net ADSL2+ Broadband

About the Service

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

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

Included Features

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

- Liimitless Data (on selected plans)
- No excess quota usage charges
- Email protection
- 24/7 customer service

Plans

All ADSL2+ On-Net 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)	Unit cost 1GB of data included in plan
ADSL2+ 500	500GB	Pay as you go	\$59.99	\$59.99	\$0.12
ADSL2+ Liimitless	Liimitless	Pay as you go	\$79.99	\$79.99	n/a
ADSL2+ Liimitless incl LNM Calls	Liimitless	Includes calls to local, standard national and Australian mobile numbers	\$89.99	\$89.99	n/a

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

Further information: www.iinet.net.au/internet-products/broadband/adsl

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

Set-up Fee

- This On-net ADSL2+ service does not have a set-up fee.

Service	Details	Charge (no lock-in contract)
On-net ADSL2+	Activation Fee	\$0

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

Availability

- iiNet ADSL2+ is a residential service that delivers high-speed broadband nationwide via our own broadband network, the iiNetwork.
- ADSL2+ Service availability can be checked using our online coverage calculator: www.iinet.net.au/internet

Required Equipment

- You will require an ADSL modem to connect your service. If you don't already have one, you can purchase a modem from iiNet for \$59.95 (\$10 delivery fee applies).

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

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: toolbox.iinet.net.au

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