

# Critical Information Summary: Business On-Net ADSL2+ Broadband

## About the Service

iiNet ADSL2+ Business Broadband is a service that delivers high-speed broadband nationwide via our own broadband network.

On some ADSL2+ Business Broadband plan we include a iiNet PSTN Phone service at no additional cost, offering great call rates and call inclusions.

The Critical Information Summary for iiNet Business Phone can be found at:

[assets.iinet.net.au/website/about/legal/cis/cis-biz-phone-2017-02-28.pdf](https://assets.iinet.net.au/website/about/legal/cis/cis-biz-phone-2017-02-28.pdf)

## Included Features

There are a range of value-added features included with On-Net ADSL2+ plans, with further details here:

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

- Unlimited data
- No excess quota usage charges
- Annex-M
- Dedicated Business support

## Minimum Term

- No lock-in contract with a setup fee of \$79.95

## Plans

Plan Name	Monthly Included Data	PSTN Included	PSTN calls included	Monthly Charge	Total Min. Charge (no lock-in)	Total Min. Charge (24 mth contract)
<b>Business Essentials</b>	300GB	No	NA	\$59.99	\$139.94	\$1439.76
<b>Business Value</b>	Unlimited	Yes	Pay as you go	\$79.99	\$159.94	\$1919.76
<b>Business Ultimate</b>	Unlimited	Yes	Standard calls to local, national & Australian mobiles	\$89.99	\$169.94	\$2159.76

- The unit cost of 1GB of data on the Essentials plan is \$0.20/GB.
- The Total Minimum Price on a 0 month contract is the standard \$79.95 set-up fee plus 1 month of plan rental.
- The Total Minimum Price on a 24 month contract is 24 months of plan rental.
- A \$10 hardware delivery fee applies if a modem is supplied to you.

## Availability

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

## Required Equipment

- ADSL2+ requires a basic telephone service in order to function. Business On-Net Broadband Essentials plan is available with BYO PSTN service. Business On-Net Broadband Value Bundle and Ultimate Bundle are only available when bundled with an iiNet phone service.
- You will require an ADSL modem and a telephone handset. If you don't already have a modem, iiNet can sell you a suitable device at an additional cost, or sign up to 24 month contract and iiNet will include a WiFi modem for \$0. A \$10 delivery charge applies to all hardware orders. More information at [www.iinet.net.au/business/internet-products/broadband/adsl](http://www.iinet.net.au/business/internet-products/broadband/adsl)

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

- 24 month contract with a \$0 setup fee

## Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 24 month contract – a break fee applies if you cancel your service during the 24 months contract term. This fee covers the costs reasonably incurred by iiNet when the contract commenced. The minimum applicable break fee is \$300 if you cancel within the first 6 months. The break fees below apply thereafter:
  - 0-6 months tenure: \$300 contract break fee
  - 7-12 months tenure: \$225 contract break fee
  - 13-18 months tenure: \$150 contract break fee
  - 19-24 months tenure: \$100 contract break fee
- Cancelling the Broadband service will also cancel any other iiNet products that are only available with Broadband. Should those products have their own contract, you are liable for their associated break fees.
- On Business Broadband Value and Ultimate Bundles, you cannot separately cancel either the broadband or phone component. Cancelling one will end both services.

## Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- If you have selected to purchase a modem from us, or if a modem was included with your plan, a hardware fee will be payable by you unless the modem is returned to us in its original condition.

## Excess Usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges on Business Broadband Essentials, instead traffic beyond the included data will be shaped to 256kbps/256kbps.

- 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 [https://iihelp.iinet.net.au/Data\\_Packs\\_FAQ](https://iihelp.iinet.net.au/Data_Packs_FAQ)

## Customer Service Guarantee

The standard Monthly Charge and Set-up pricing stated in the Information About Pricing section are based on new customers agreeing to waive the Customer Service Guarantee. You will need to agree to waive this guarantee before we can supply you a Business On-net ADSL2+ Broadband service.

## Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [toolbox.iinet.net.au](http://toolbox.iinet.net.au)

<b>iiNet Customer Service</b> Support & Billing <b>P: 13 86 89</b> E: <a href="mailto:bizsupport@iinet.net.au">bizsupport@iinet.net.au</a>  Sales <b>P: 13 86 89</b> E: <a href="mailto:biz-sales@iinet.net.au">biz-sales@iinet.net.au</a>	<b>Complaints Handling</b> If you are dissatisfied with iiNet, please contact us first, through our escalation process <a href="http://iihelp.iinet.net.au/Complaints_escalation_process">iihelp.iinet.net.au/Complaints_escalation_process</a> so we can try and resolve your complaint.	<b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.  TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a>
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