

Critical Information Summary:

Business Cable

About the Service

The iiNet Business Cable service is a broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver superfast broadband speeds within Mildura, Geelong and Ballarat.

The iiNet Business Cable plan includes Netphone at no additional cost, offering great call rates and call inclusions. The Critical Information Summary for Netphone is available at www.iinet.net.au/about/legal/cis/cis-voip.pdf

You may add on a BizPhone service from \$29.95/month and enjoy an iiNet supplied BizPhone handset and included unlimited standard calls to Australian mobiles and landlines. The Critical Information Summary for BizPhone is available at www.iinet.net.au/about/legal/cis/cis-biz-bizphone.pdf.

Included Features

There are a range of value-added features included with Cable plans, with further details here:

www.iinet.net.au/business/cable

- Unlimited data
- No excess quota usage charges
- Dedicated Business support
- 10 email addresses

Minimum Term

- No lock-in contract with a setup fee of \$59.99

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.

Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- You will need to pay \$60 for the modem that we have supplied to you, unless it is returned to us in its original condition.

Plans

Cable Special Offer: Sign up to a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. Business Cable Broadband 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 This offer is only available to new customers and may be withdrawn at any time.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	Monthly Included Data	Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)
Business Cable Broadband	Unlimited	local & standard national calls	\$79.99	\$149.98

- Total Minimum Charge on no lock-in contract is the standard \$59.99 setup fee plus one month of plan rental at \$79.99 plus \$10 hardware delivery fee.

Availability

- The iiNet Business Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by our Hybrid Fibre-Coaxial Cable network.

Required Equipment

- You will require a coaxial-compatible modem, which will need to be WiFi and VoIP enabled if you want to connect wireless devices and make use of your included Netphone service. iiNet provides a suitable WiFi and VoIP enabled modem for \$0 with any new Cable order (with a \$10 delivery fee).
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

Further information: www.iinet.net.au/business/cable

Information is current as of 26/08/2020, is subject to change without notice and all prices quoted include GST

Cable Speeds

- Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by iiNet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable.
- Cable speeds indicate the underlying connection speed and translate to the typical speeds below:

Speed Tier	Typical Business Hours Download Speeds (9am – 5pm, Monday to Friday)	Upload speeds
Business Cable300	300Mbps	20Mbps

Excess Usage

- Business Cable300 comes with Unlimited data and is not shaped.

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 86 89 E: bizsupport@iinet.net.au</p> <p>Sales P: 13 86 89 E: biz-sales@iinet.net.au</p>	<p>Complaints Handling If you are dissatisfied with iiNet, please contact us first, through our escalation process iihelp.iinet.net.au/Complaints_escalation_process so we can try and resolve your complaint.</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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