

Critical Information Summary:

Fibre400/Fibre1000

About the Service

Fibre400/Fibre1000 IP-Line is a symmetrical fibre-optic connection to the iiNet network and includes unlimited internet at 400Mbps and 1000Mbps bandwidths respectively.

Included Features

There are a range of value-added features included with Fibre400/1000 plans, with further details here:

www.iinet.net.au/business/internet-product/fibre

- Unlimited data
- Symmetrical bandwidth
- 24/7 Local Business Support
- Dedicated Account Manager
- Enhanced 99.95% Service Level Agreement
- Static IP address

Minimum Term

Fibre400 plans are available on a 24 or 36 month contract. Fibre1000 plans are available on a 24, 36 or 48 month contract.

Early Cancellation Fees

- If you cancel your Fibre400/Fibre1000 service before the end of your contract period, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]).
- Cancelling your Fibre400/Fibre1000 service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Fibre400/Fibre1000. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

Plans

Fibre400

Activation Fee	Contract Length	Monthly Included Data	Monthly Fee	Total Min. Charge
\$0	24 months	Unlimited	\$878.90	\$21,093.60
\$2198.90	24 months	Unlimited	\$548.90	\$15,372.50
\$0	36 months	Unlimited	\$768.90	\$27,680.40
\$2198.90	36 months	Unlimited	\$438.90	\$17,999.30

Fibre1000

Activation Fee	Contract Length	Monthly Included Data	Monthly Fee	Total Min. Charge
\$0	24 months	Unlimited	\$1318.90	\$31,653.60
\$2198.90	24 months	Unlimited	\$988.90	\$25,932.50
\$0	36 months	Unlimited	\$1208.90	\$43,520.40
\$1098.90	36 months	Unlimited	\$878.90	\$32,739.30
\$2198.90	36 months	Unlimited	\$878.90	\$33,839.30
\$0	48 months	Unlimited	\$878.90	\$42,187.20

Availability

- Fibre400/Fibre1000 is limited to iiNet on-net buildings. Your address must be pre-qualified before a formal quotation can be provided.

Required Equipment

- You will require a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you.

Further information: www.iinet.net.au/business/internet-product/fibre

Information is current as of 16/06/2020, is subject to change without notice and all prices quoted include GST

Excess Usage

- Fibre400/1000 comes with unlimited data and is not shaped.

<p>iiNet Customer Service</p> <p>Support P: 1300 304 670 E: corporate-faults@iinet.net.au</p> <p>Sales P: 1300 681 828</p> <p>Billing P: 1800 029 092</p>	<p>Complaints Handling</p> <p>If you are dissatisfied with iiNet, please contact us first, though our escalation process iihelp.iinet.net.au/Complaints_escalation_process so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO)</p> <p>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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