

Critical Information Summary:

Business NBN

Information About The Service

The Business NBN service is a broadband internet service which uses the NBN Fibre Network to deliver internet connectivity to the Network Boundary Point at your premises. With every Business NBN plan we include a Business NBN Phone service at no additional cost, offering great call rates and call inclusions depending on your Business NBN plan. The Critical Information Summary for Business NBN Phone can be found at: www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf

Required Services & Availability

The Business NBN service is only available within an area serviced by NBN FTTP, FTTB, FTTN, FTTC or HFC. NBN availability can be checked using our online coverage calculator: www.iinet.net.au/internet/broadband/nbn/coverage/

You will require a NBN ready modem, with support for all types of NBN services. Your modem will need to be WiFi or VoIP enabled (along with a handset) if you want to connect wireless devices or make use of your included NBN Phone service. If you don't already have one, iiNet can sell you a suitable device at additional cost. A \$10 delivery charge applies to all hardware orders. NBN™ Phone services will not work on a third party modem and will not be available if you have not purchased an iiNet modem.

Minimum Term

Business NBN plans are available on either no fixed term, or a 24 month contract. A 24 month contract gives you a \$0 cost activation fee and access to discounted hardware.

Included Features

A range of value-added features included, with further detail on the website: www.iinet.net.au/business/nbn

Anytime Quotas	Business NBN Phone offered	No excess quota usage charges
20 email addresses	Static IP address	

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly Charge	Phone Call Charges	Total Min. Charge (no lock-in contract)	Total Min. Charge (24 month contract)
Business NBN50 Essentials Bundle	300GB	\$69.99	Pay As You Go	\$248.94	\$1,679.76
Business NBN50 Value Bundle	Unlimited	\$79.99	Pay As You Go	\$258.94	\$1,919.76
Business NBN50 Ultimate Bundle	Unlimited	\$89.99	Standard calls to local, national & AU mobile included	\$268.94	\$2,159.76
Business NBN100 Essentials Bundle	300GB	\$99.99	Pay As You Go	\$278.94	\$2,409.76
Business NBN100 Value Bundle	Unlimited	\$109.99	Pay As You Go	\$288.94	\$2,649.76
Business NBN100 Ultimate Bundle	Unlimited	\$119.99	Standard calls to local, national & AU mobile included	\$298.94	\$2,2,889.76

- NBN Speeds:** FTTN, FTTC & FTTB speeds to be confirmed when active. 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. You can learn more about NBN speeds here: <https://iihelp.iinet.net.au/support/node/17104/>. Our Business NBN plans come standard with "Standard Plus" speeds. For an additional \$30/month you can upgrade to "Premium" speeds, which translate to the typical speeds below.

Speed Tier	Typical Business Hours Speeds (9am – 5pm, Monday to Friday)	
	Download speeds	Upload speeds
Standard Plus (NBN50)	46.7Mbps	Between 1Mbps & 20Mbps
Premium (NBN100)	91.3Mbps	Between 1Mbps & 40Mbps

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

- The Total Minimum Charge on a no lock-in contract is the standard \$79.95 set-up fee, \$89.00 for modem, \$10 modem delivery fee, plus 1 month of plan rental.
- The Total Minimum Charge on a 24 month contract is 24 months of plan rental, plus \$10 modem delivery fee.
- A \$10 hardware delivery fee applies if a modem is supplied to you.
- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
- Full list of NBN Phone call rates can be found here: www.iinet.net.au/business/nbn

Set-up Fee

The below set-up fee is applicable when signing up to a Business NBN plan.

Service	Details	Charge (No lock-in contract)	Charge (24 month contract)
Business NBN	Activation fee	\$79.95	\$0

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.

Excess usage (Business NBN Essentials only)

Both downloads and uploads count towards your monthly included data. There are no excess usage charges on Business NBN Essentials, instead when the included data quota is reached, traffic will be slowed to 8/1Mbps. Additional data can be purchased if required (not available for NBN FTTC or HFC). For more info, see here: iihelp.iinet.net.au/support/node/8039/

Cancellation Fee

Cancellation Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 month contract	\$300	\$225	\$150	\$100

- Cancelling either the broadband or the phone service, or transferring your phone number, will terminate both services.
- Cancelling your Business NBN service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Business NBN. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

Other Information

Usage Information

Customers can obtain information on their usage at <https://toolbox.iinet.net.au>

NBN Access Technologies

Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fibre to the Curb (FTTC) as Ethernet, Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2. More information on NBN access technologies is available here: www.iinet.net.au/business/nbn

Battery Backup and Power Outages

Business NBN FTTP services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is available only on Business NBN FTTP. In order for your service to work during a power outage please be aware that:

- You must have an active BBU installed. This is optional and you can elect to get this installed at no extra cost when you apply for a Business NBN FTTP service with iiNet.
- Access to the internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Connection Box (NTD).

During a power outage, the battery will provide power for a limited period of time. A fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

Customer Service Contact Details

You can contact iiNet Business customer service for Support & Billing assistance via **13 86 89** or emailing bizsupport@iinet.net.au, or for Sales assistance via **13 86 89** or emailing biz-sales@iinet.net.au or via appropriate contact form to the appropriate area at 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

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

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