

## Critical Information Summary:

# Off-Net Fibre

### Information About The Service

Even if we can't connect you to the iiNet network, we can still provide you with symmetrical 100Mbps business grade fibre internet via our Off-Net Fibre plan range.

#### Requirements & Availability

Off-Net Fibre is limited to service coverage areas. Your address must be pre-qualified before a formal quotation can be provided.

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.

#### Minimum Term

Off-Net Fibre plans are available on a 24 or 36 month contract. A 36 month contract gives you a discounted monthly charge and \$0 activation fee, with more information in the Information About Pricing section below.

#### Included Features

A range of value-added features are included, with further details at [www.iinet.net.au/business/internet-products/fibre/](http://www.iinet.net.au/business/internet-products/fibre/)

Unlimited Data	Symmetrical 100Mbps	Dedicated business support
Service Level Agreement backed by 24/7/365 support		2 Static IP addresses

### Information About Pricing

With Off-Net Fibre, you can choose between a 24 or 36 month contract, giving you access to a discounted monthly charge and \$0 activation fee as per the table below.

#### Monthly Charges

Plan Name	Monthly Included Data	Monthly Charge (contract length)		Total Minimum Cost (contract length)	
		24 months	36 months	24 months	36 months
<b>Business Off-Net Fibre</b>	Unlimited	\$1,375	\$878.90	\$36,025	\$31,640.40

- The standard activation fee for Off-Net Fibre is \$3,025.
- The Total Minimum Price on a 24 month contract is the standard \$3,025 activation fee plus 24 months of plan rental.
- The Total Minimum Price on a 36 month contract is 36 months of plan rental, and \$0 activation fee.

#### Cancellation Fee

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

## Other Information

### Customer Service Contact Details

If you have any questions regarding a new installation, an existing service or your bill, please call us on 1300 681 828 or via appropriate contact form to the appropriate area at [www.iinet.net.au/business/contact](http://www.iinet.net.au/business/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 [iihelp.iinet.net.au/Complaints\\_escalation\\_process](http://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 [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)