

Critical Information Summary: On-Net and Off-Net Business Fibre

About the Service

On-Net Business Fibre is a symmetrical 100Mbps fibre-optic connection to the iiNet network and includes unlimited internet. If we can't connect you to the iiNet network, we can still provide you with symmetrical 100Mbps business grade fibre via our Off-Net Business Fibre plan range.

Included Features

There are a range of value-added features included with On-Net and Off-Net Business Fibre plans:

- Unlimited data
- Symmetrical bandwidth
- Dedicated Business support
- Service Level Agreement backed by 24/7/365 support
- Static IP address

Minimum Term

On-Net and Off-Net Business 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.

Early Cancellation Fees

- If you cancel your On-Net or Off-Net Business 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 On-Net or Off-Net Business Fibre service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with On-Net or Off-Net Business Fibre. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

Plans

Activation Fee	Monthly Included Data	Monthly Fee (24 month contract)	Monthly Fee (36 month contract)	Total Min. Charge (24 month contract)	Total Min. Charge (36 month contract)
Business On-Net Fibre	Unlimited	\$658.90	\$658.90	\$16,913.60	\$23,720.40
Business Off-Net Fibre	Unlimited	\$1375	\$878.90	\$36,025	\$31,640.40

- The standard activation fee for On-Net and Off-Net Fibre is \$1,100 and \$3,025 respectively.
- The Total Minimum Price on a 24 month contract is the standard activation fee plus 24 months plan rental
- The Total Minimum Price on a 36 month contract is 36 months of plan rental plus \$0 activation fee.

Availability

- On-Net Fibre is limited to iiNet on-net buildings and Off-Net Fibre is limited to service coverage areas. 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.

Excess Usage

- On-Net and Off-Net Business Fibre comes with Unlimited data and is not shaped.

<p>iiNet Customer Service Support P: 1300 681 828 E: bizsupport@iinet.net.au</p> <p>Sales & Billing P: 1300 681 828 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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