

# Critical Information Summary: Business VDSL2 Broadband

## About the Service

The VDSL2 service is a broadband internet service that uses our own VDSL network to deliver superfast speeds within the ACT.

With every iiNet VDSL2 plan we also include Netphone (VoIP) at no additional cost, offering great rates and included calls. The CIS for Business Netphone can be found at [www.iinet.net.au/about/legal/cis/cis-voip.pdf](http://www.iinet.net.au/about/legal/cis/cis-voip.pdf)

## Included Features

There are a range of value-added features included with Business VDSL2 plans, with further details here:

[www.iinet.net.au/business/small/internet/vdsl](http://www.iinet.net.au/business/small/internet/vdsl)

- Anytime quota
- No Excess Usage Charges
- Dedicated Business support

## Minimum Term

- No lock-in contract with a setup fee of \$159.99
- 24 month contract with a \$59.99 setup fee

## Early Cancellation Fees

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

## Plans

Plan Name	Monthly Included Data	Netphone Included	Netphone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)	Total Min. Charge (24 mth contract)	Unit cost of 1GB of data included in plan
VDSL2 Business 1	1000GB	Yes	Calls to local and standard national	\$89.99	\$249.98	\$2219.75	\$0.09
VDSL2 Business 2	1000GB	Yes	Standard calls to local, national & Australian mobiles	\$99.99	\$259.98	\$2459.75	\$0.10

- The Total Minimum Price on a no lock-in contract is the standard \$159.99 set-up fee plus 1 month of plan rental.
- The Total Minimum Price on a 24 month contract is the discounted \$59.99 set-up fee 24 months of plan rental.
- A \$10 hardware delivery fee applies if a modem is supplied to you.

## VDSL 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 and line length. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable.
- VDSL2 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 VDSL2	83.6Mbps	Between 1 and 20Mbps

Further information: [www.iinet.net.au/business/small/internet/vdsl](http://www.iinet.net.au/business/small/internet/vdsl)

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

- 24 month contract – a break fee applies if you cancel your service during the 24 months contract term. This fee covers the costs reasonably incurred by iiNet when the contract commenced. The minimum applicable break fee is \$200 if you cancel within the first 6 months. The break fees below apply thereafter:
  - 0-6 months tenure: \$200 contract break fee
  - 7-12 months tenure: \$150 contract break fee
  - 13-18 months tenure: \$100 contract break fee
  - 19-24 months tenure: \$80 contract break fee
- Cancelling the Broadband service will also cancel any other iiNet products that are only available with Broadband. Should those products have their own contract, you are liable for their associated break fees.

## Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- If you have selected to purchase a modem from us, or if a modem was included with your plan, a hardware fee will be payable by you unless the modem is returned to us in its original condition.

## Availability

- iiNet VDSL2 is only available within the ACT.
- Service availability can be checked using our online coverage calculator at [www.iinet.net.au/business/small/internet/vdsl/](http://www.iinet.net.au/business/small/internet/vdsl/)

## Required Equipment

- You will require a VDSL2 compatible router, which will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of the optional Netphone service available on VDSL2. If you don't already have one, iiNet can provide you with a suitable unit at no cost on a 24 month contract. A \$10 delivery charge applies to all hardware orders.

## Excess Usage

- There are no automatic excess usage charges on Business VDSL2, instead traffic beyond the included data quota will be shaped to up to 20Mbps/20Mbps.
  - You may purchase a Data Pack at an additional cost for a data quota top up, if required.
  - Information on Data Pack pricing is available at [iihelp.iinet.net.au/Data\\_Packs\\_FAQ](http://iihelp.iinet.net.au/Data_Packs_FAQ).

## Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: [toolbox.iinet.net.au](http://toolbox.iinet.net.au)

<p><b>iiNet Customer Service</b>          Support &amp; Billing  <b>P: 13 86 89</b>  <b>E: <a href="mailto:bizsupport@iinet.net.au">bizsupport@iinet.net.au</a></b></p> <p>Sales  <b>P: 13 86 89</b>  <b>E: <a href="mailto:biz-sales@iinet.net.au">biz-sales@iinet.net.au</a></b></p>	<p><b>Complaints Handling</b>          If you are dissatisfied with iiNet, please contact us first, though our escalation process  <b><a href="http://iihelp.iinet.net.au/Complaints_escalation_process">iihelp.iinet.net.au/Complaints_escalation_process</a></b>          so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b>          If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO  <b>P: 1800 062 058</b>  <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p>
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