

Critical Information Summary:

iiNet FTTB

Information About The Service

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

Required Services & Availability

The iiNet FTTB service is only available in serviced buildings. FTTB availability can be checked using our address checker at www.iinet.net.au/fttb

You will be supplied an iiNet FTTB ready modem (which is WiFi and VoIP enabled). You require this modem to use your FTTB and FTTB Phone service. Third party modems are not supported. You will also need a standard phone handset (approved for use in Australia) to use your included FTTB Phone service.

Minimum Term

iiNet FTTB plans are available on a no lock-in contract or a 6 month contract. A 6 month contract offers a \$0 set-up fee (\$99.95 on a no lock-in contract).

Included Features

There are a range of value-added features included, with further detail at www.iinet.net.au/fttb

Liimitless Data	FTTB Phone offered
	24/7 Customer service

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	FTTB Phone Call Charges	Monthly Charge	Total Min. Charge (no lock-in contract)	Total Min. Charge (6 month contract)
FTTB Liimitless Basic	Liimitless	Pay as you go	\$49.99	\$159.94	\$309.94
FTTB Liimitless Max	Liimitless	Pay as you go	\$59.99	\$169.94	\$369.94
FTTB Liimitless Max Incl LNM Calls	Liimitless	Includes standard calls to local, national, Australian mobiles & 100 international minutes	\$69.99	\$179.94	\$429.94
FTTB Liimitless Max Incl LNMI Calls	Liimitless	Includes standard calls to local, national, Australian mobiles & to our top 15 international countries	\$79.99	\$189.94	\$489.94

- iiNet FTTB Speeds:** Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. More information about FTTB speeds is available at www.iinet.net.au/fttb. Basic and Max indicate the underlying FTTB wholesale connection speed tier and translate to the typical speeds below.

Speed Tier	Typical Speeds	
	Download speeds	Upload speeds
Basic	Up to 12Mbps	1Mbps
Max	90Mbps Typical Evening Speed	Up to 20Mbps

- Total Minimum Charge on no lock-in contract is the set-up fee (\$99.95), \$10 modem delivery fee plus one month of plan rental.
- The Total Minimum Charge on a 6 month contract is 6 months of plan rental plus \$10 modem delivery fee.
- 100 international minutes include the first 100 minutes to standard landlines and mobiles in international destinations. Standard international rates apply thereafter. Unused minutes expire at the end of each month.

Further information: www.iinet.net.au/fttb

- International Top 15 include calls to standard landlines and mobiles in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom and United States. Standard international rates apply to calls to other countries.
- International calls are billed in 1 minute increments and exclude calls to satellite phones or to special numbers (e.g. toll-free, directory services). Full list of FTTB Phone call rates is available at www.iinet.net.au/fttb

Set-up Fee

- The below setup fee is applicable when signing up to an iiNet FTTB plan.

Service	Details	Charge (no lock-in contract)	Charge (6 month contract)
iiNet FTTB	Activation Fee	\$99.95	\$0

- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility

Excess usage

iiNet FTTB plans include limitless monthly data and are not subject to excess usage fees or restrictions.

Cancellation Fees

- If you sign up to a 6 month contract term but terminate the service before the period ends, you will need to pay \$99.95 break fee. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your iiNet FTTB service will also cancel any other iiNet products you've purchased that are only available when bundled with FTTB. Should those products have their own contract, you are liable for their associated break fees.

Order Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- You will also need to pay for any hardware that we have supplied to you, unless it is returned to us in its original condition.
- If you have selected to purchase a Fetch plan from us, the Fetch Setup fee paid will be credited back to your account once the Fetch Set Top box is returned to us in its original condition.

Other Information

Usage Information

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

Installation

On the date of installation, our technician will need to check the connection at your premises. Not all devices currently using your copper line will be able to operate over the iiNet FTTB. Please check with the manufacturer to see if your device is compatible. Any pre-existing services will be disconnected at the time of installation.

Network Boundary Point

The Network Boundary Point for iiNet FTTB is your side of the building's Main Distribution Frame (MDF). Any cabling from this point is your responsibility.

Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing support@iinet.net.au, or for Sales assistance via **13 19 17** or emailing 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/fttb