

# Critical Information Summary: Fibre To The Home (FTTH)

## About the Service

The Fibre to the Home (FTTH) service is a broadband internet service which uses the Optical Fibre Access Network to deliver internet connectivity at the Network Boundary Point at your premises.

With every FTTH plan we also include Netphone at no additional cost. Netphone is our Voice over IP (VoIP) service which includes your local and standard national calls. Typically you can transfer your existing landline number to Netphone.

- Critical Information Summary for NetPhone can be found here [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 NBN plans, with further details here:

[www.iinet.net.au/internet-products/fibre/ftth](http://www.iinet.net.au/internet-products/fibre/ftth)

- Local and standard national calls included with Netphone
- 1GB Webspace
- 10 email addresses

- 24/7 customer service
- No excess quota usage charges
- Anytime quota

## Minimum Term

FTTH plans are available on a no lock-in Contract.

## Early Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- Cancelling your FTTH service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with FTTH. Should those products have their own contract, you will be liable for their associated break fees.

## 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.
- If you have selected to purchase a modem or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

## Plans

Plan Name	Speed Tier	Monthly Included Data	Monthly Charge	Total Min. Charge (no lock-in)	Unit Cost 1GB of data included in plan
<b>Fibre 1 (12/1)</b>	12/1Mbps	50GB	\$59.90	\$138.90	\$1.20
<b>Fibre 1 (25/5)</b>	25/5Mbps	50GB	\$64.90	\$143.90	\$1.30
<b>Fibre 1 (100/40)</b>	100/40Mbps	50GB	\$79.90	\$158.90	\$1.60
<b>Fibre 2 (12/1)</b>	12/1Mbps	250GB	\$69.90	\$148.90	\$0.28
<b>Fibre 2 (25/5)</b>	25/5Mbps	250GB	\$74.90	\$153.90	\$0.30
<b>Fibre 2 (100/40)</b>	100/40Mbps	250GB	\$89.90	\$168.90	\$0.36
<b>Fibre 3 (12/1)</b>	12/1Mbps	500GB	\$89.90	\$168.90	\$0.18
<b>Fibre 3 (25/5)</b>	25/5Mbps	500GB	\$94.90	\$173.90	\$0.19
<b>Fibre 3 (100/40)</b>	100/40Mbps	500GB	\$109.90	\$188.90	\$0.22
<b>Fibre 4 (12/1)</b>	12/1Mbps	1000GB	\$99.90	\$178.90	\$0.10
<b>Fibre 4 (25/5)</b>	25/5Mbps	1000GB	\$104.90	\$183.90	\$0.10
<b>Fibre 4 (100/40)</b>	100/40Mbps	1000GB	\$119.90	\$198.90	\$0.12

- Total Minimum Charge on no lock-in contract is the \$79.00 Activation fee plus one month of plan rental.
- Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Further information: [www.iinet.net.au/internet-products/fibre/ftth](http://www.iinet.net.au/internet-products/fibre/ftth)

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

### Availability

- The FTTH service is only available within an FTTH ready service area.
- iiNet charge a once off setup fee on all FTTH installations, plus additional installation charges may be applicable directly from your Optical Fibre Access Network wholesale provider.

### Required Equipment

- You will require a Fibre-compatible router if you want to connect multiple devices at once.
- The router will need to be WiFi or VoIP enabled if you want to connect wireless devices or a VoIP telephone service to your FTTH connection
- If you don't already have one, you can purchase a modem from iiNet for \$59.95 (\$10 delivery fee applies).

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on FTTH instead traffic beyond the included data quota will be slowed to 256 kbps/256kbps.

- You may purchase data packs at an additional cost for a data quota top up, if required.
- Information on data pack pricing is available at: [iihelp.iinet.net.au/support/data\\_packs\\_information](http://iihelp.iinet.net.au/support/data_packs_information)

### Monitoring Your Usage

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

#### iiNet Customer Service

Support & Billing

**P: 13 22 58**

**E: [support@iinet.net.au](mailto:support@iinet.net.au)**

Sales

**P: 13 19 17**

**E: [sales@iinet.net.au](mailto:sales@iinet.net.au)**

#### Complaints Handling

If you are dissatisfied with iiNet, please contact us first, through our escalation process so we can try and resolve your complaint.

[https://iihelp.iinet.net.au/Complaints\\_escalation\\_process](https://iihelp.iinet.net.au/Complaints_escalation_process)

#### Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.

TIO

**P: 1800 062 058**

[www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

*Further information: [www.iinet.net.au/internet-products/fibre/ftth](http://www.iinet.net.au/internet-products/fibre/ftth)*

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