

# 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. 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 FTTH plans, with further details here:

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

- Liimitless Data
- Netphone offered.
- 1GB Webspace
- 10 email addresses
- 24/7 customer service

## Minimum Term

FTTH plans are available on a no lock-in contract with \$79 activation fee.

## 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.

## Hardware Non-Return Fees

- If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to pay for the modem unless it is returned to us in good working order within 21 days of withdrawing your order.
- If you cancel your service after it has been activated, any applicable modem payment fees will apply in accordance with the terms and conditions of your chosen service.

## Fetch Fees

- If you have selected a Fetch add-on with this plan and would like to withdraw your order from us or remove your Fetch subscription only your Fetch setup fees will be credited back to your account, provided that:
  - a) your service has not yet been activated; and
  - b) the Fetch Set Top box supplied to you is returned to us in good working order within 21 days of withdrawing your order or removing your Fetch subscription.
- If you cancel your Fetch subscription after your Fetch service has been activated, any applicable Fetch payment fees are non-refundable.

## Plans

Plan Name	Speed Tier	Monthly Included Data	Netphone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)
<b>Fibre25 Liimitless PAYG</b>	Fibre25	Unlimited	Pay as you go	\$69.99	\$149.98
<b>Fibre50 Liimitless PAYG</b>	Fibre50	Unlimited	Pay as you go	\$79.99	\$159.98
<b>Fibre100 Liimitless PAYG</b>	Fibre100	Unlimited	Pay as you go	\$99.99	\$179.98

- Total Minimum Charge on no lock-in contract is one month of plan rental plus the \$79 activation fee.

## Availability

The FTTH service is only available within an FTTH ready service area. Use our coverage checker [www.iinet.net.au/home](http://www.iinet.net.au/home) to check FTTH availability at your address.

## 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).
- Installation of the Optical Network Terminating Unit (if not present) or 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 23/11/2022, is subject to change without notice and all prices quoted include GST

## Excess Usage

Both uploads and downloads count towards your monthly included data. FTTH plans include unlimited data so there is no excess usage charges or shaping (slowing) of speeds.

## FTTH 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. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about FTTH speeds here: [www.iinet.net.au/internet-products/fibre/ftth](http://www.iinet.net.au/internet-products/fibre/ftth)

Speed Tier	Typical Evening Download Speeds (7pm – 11pm)	Upload speeds
Standard (Fibre25)	21.3Mbps	Between 1Mbps & 5Mbps
Standard Plus (Fibre50)	36.0Mbps	Between 1Mbps & 20Mbps
Premium (Fibre100)	50.0Mbps	Between 1Mbps & 40Mbps

## Monitoring Your Usage

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

<b>iiNet Customer Service</b> Support & Billing <b>P: 13 22 58</b> <b>E: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a></b>  Sales <b>P: 13 19 17</b> <b>E: <a href="mailto:sales@iinet.net.au">sales@iinet.net.au</a></b>	<b>Complaints Handling</b> If you are dissatisfied with iiNet, please contact us first, through our escalation process so we can try and resolve your complaint.  <a href="https://iihelp.iinet.net.au/Complaints_escalation_process">https://iihelp.iinet.net.au/Complaints_escalation_process</a>	<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.  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>
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