Critical Information Summary:
iiNet Cable

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About the Service

The Cable service is a residential broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver superfast broadband speeds within Mildura, Geelong and Ballarat.

The iiNet Cable plan includes Netphone at no additional cost, offering great call rates and call inclusions. See full list of Netphone call rates here:
www.iinet.net.au/phone/netphone-voip/
- Critical Information Summary for Netphone can be found here **www.iinet.net.au/about/legal/cis-voip.pdf**

Included Features

There are a range of value-added features included with iiNet Cable plans, with further detail at
www.iinet.net.au/cable
- Local and standard national calls included with Netphone
- 10 email addresses
- Liimitless data on selected plans
- No excess quota usage charges
- 24/7 customer service

Minimum Term
- The Cable plan is available on a no lock-in contract.

Early Cancellation Fees
- There are no cancellation fees on no lock-in contracts.
- Cancelling your Cable service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Cable. 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.
- 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.

Plans

Plan Name	Typical Evening Speed	Monthly Included Data	Included Netphone Calls	Min & Max Monthly Charge	Total Min. Charge (no lock-in contract)
Cable MAX Incl LN Calls	200Mbps	Liimitless	Local & Standard National	$79.99	$149.98

*Typical evening speed indicates download speed and is measured between 7pm-11pm. Cable speeds: Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Cable has an upload connection speed of up to 20Mbps. For more information, visit www.iinet.net.au/cable
- The Total Minimum Charge on no lock-in contract is the standard set-up fee ($59.99) plus one month of plan rental at $79.99 plus $10 hardware delivery fee.

Cable Special Offer: Sign up to a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. Cable MAX Incl LN Calls will be charged at only $39.99/month for the first 12 months, $79.99/month thereafter. This offer is only available to new customers and may be withdrawn at any time.

Availability
- iiNet Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by Hybrid Fibre-Coaxial Cable.
- iiNet Cable has a standard installation fee of $59.99, which includes connection of Cable to a single wall-socket in the premises.

Required Equipment
- You will require a coaxial-compatible modem, which will need to be WiFi and VoIP enabled if you want to connect wireless devices and make use of your included Netphone service. iiNet provides a suitable WiFi and VoIP enabled modem for $0 with any new Cable order (with a $10 delivery fee).
- To be provided a working Netphone service you need a standard phone handset (approved for use in Australia)
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

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

Excess Usage

- iiNet Cable provides unlimited downloads and uploads. No excess usage charges or shaping apply.

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: **toolbox.iinet.net.au**

iiNet Customer Service	Complaints Handling	Telecommunications Industry Ombudsman (TIO)
Support & Billing **P: 13 22 58** **E:** support@iinet.net.au Sales **P: 13 19 17** **E:** sales@iinet.net.au	If you are dissatisfied with iiNet, please contact us first, though our escalation process at https://iihelp.iinet.net.au/Complaints_escalation_process so we can try and resolve your complaint.	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

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

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST   Page **2** of **2**