

Critical Information Summary:

ULTRA Cable

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.

With every ULTRA Cable plan we offer our ULTRA Phone service at no additional cost, offering great call rates and call inclusions depending on your plan of choice.

- The Critical Information Summary for ULTRA Phone can be found at: www.iinet.net.au/about/legal/cis/cis-ultra-phone.pdf

Included Features

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

- Liimitless data
- ULTRA Phone offered
- 24/7 customer service

Minimum Term

ULTRA Cable plans are available on a no lock-in contract.

Plans

Plan Name	Typical Evening Speed*	Monthly Included Data	ULTRA Phone Included Calls	Monthly Charge	Total Min. Charge (no lock-in contract)
ULTRA Cable Liimitless Incl LN Calls	300Mbps	Liimitless	Local & Standard National	\$79.99 [^]	\$109.98

- Total Minimum Charge on no lock-in contract is the set-up fee (\$59.99), \$10 modem delivery fee plus one month of plan rental.
- [^]**Cable Special Offer:** Sign up to the \$79.99 plan on a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. Plan 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 This offer is only available to new customers and may be withdrawn at any time
- ^{*}**Cable Speeds:** Typical evening speed indicates download speed and is measured between 7pm-11pm. Actual throughput speeds may be slower and could vary due to various factors including customer cabling and equipment, download source, and line length. Upload connection speed is up to 20Mbps. For more information, visit www.iinet.net.au/cable

Setup Fees

- A \$59.99 setup fee is applicable when signing up to an ULTRA Cable plan, which includes connection of Cable to a single wall-socket in the premises.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.
- Additional costs apply for non-standard connections.

Availability

ULTRA Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by our Hybrid Fibre-Coaxial Cable network. Use our address checker at www.iinet.net.au/home to confirm Cable availability at your address.

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

Required Equipment

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

Excess Usage

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

Monitoring Your Usage

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

iiNet Customer Service Support & Billing P: 13 22 58 E: support@iinet.net.au Sales P: 13 19 17 E: 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	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
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