

Critical Information Summary:

VDSL2 Broadband

About the Service

The VDSL2 service is a broadband internet service which uses our own VDSL network to deliver superfast broadband speeds within the ACT.

For VDSL2 plan names that contain 'ULTRA' please see this Critical Information Summary:

www.iinet.net.au/about/legal/cis/cis-vdsl2-nv.pdf

With every iiNet VDSL2 plan we also include Netphone (VoIP) at no additional cost, offering great rates and included calls.

- The Critical Information Summary for Netphone is available at www.iinet.net.au/about/legal/cis/cis-voip.pdf

Included Features

There are a range of value-added features included, with further detail at www.iinet.net.au/internet-products/broadband/vdsl2/existing;

- Netphone Offered
- Liimitless data
- 10 email addresses
- 1GB Webspace
- Great included call value
- 24/7 customer service

Plans

VDSL2 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. VDSL2 2 will be charged at only \$39.99/month for the first 12 months, \$79.99/month thereafter. This offer is only available for new VDSL2 applications and may be withdrawn at any time.

| Plan Name | Typical Evening Speed* | Monthly Included Data | Included Netphone Calls | Min & Max Monthly Charge | Total Min. Charge (no lock-in contract) |
|-----------|------------------------|-----------------------|---|--------------------------|---|
| VDSL2 1 | 22.9Mbps | Liimitless | Local & Standard National | \$69.99 | \$129.98 |
| VDSL2 2 | 74.2Mbps | Liimitless | Local & Standard National | \$79.99 | \$139.98 |
| VDSL2 3 | 74.2Mbps | Liimitless | Local, Standard National & Australian Mobiles | \$89.99 | \$149.98 |

*VDSL2 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 interference, customer cabling and equipment, download source, and line length. Upload connection speed of up to 5Mbps for VDSL2 1 and up to 20Mbps on VDSL2 2 & 3.

- The Total Minimum Charge on no lock-in contract is the standard in-place set-up fee (\$59.99) plus one month of plan rental.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility

Further information: www.iinet.net.au/internet-products/broadband/vdsl2/existing

Information is current as of 16/04/2020, is subject to change without notice and all prices quoted include GST

Set-up Fee

- The below set-up fees are applicable when signing up to a VDSL2 plan. The exact connection type required is determined after the initial application is lodged, at which point we'll contact you if a full new installation is required, before we proceed with the order.

| Connection Type | Details | Description | No Lock-in Contract |
|-----------------------|----------------|--|---------------------|
| Standard Installation | Activation Fee | Covers both premises where an active connection is already in place, and those where no previous connection exists, and consists of an overhead cable from the pole to the house, and one or two outlets depending on services selected. | \$59.99 |

- Above setup fees cover all standard installation types only. Additional costs apply for non-standard connections, e.g. underground connection.

Availability

- iiNet VDSL2 is only available to select premises within the ACT.
- Service availability can be checked using our online coverage calculator: www.iinet.net.au/internet-products/broadband/vdsl2/existing
- These plans are only available to eligible existing iiNet customers on VDSL2 plan names that do not contain 'ULTRA'.

Required Equipment

- You will require a VDSL2-compatible router, which will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included Netphone service. If you don't already have one, you can purchase a modem from iiNet for \$59.95 (\$10 delivery fee applies).

Excess Usage

- All of our VDSL2 plans come with Liimitless data. There are no excess usage charges.

Monitoring Your Usage

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

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| <p>iiNet Customer Service Support & Billing P: 13 22 58 E: support@iinet.net.au</p> <p>Sales P: 13 19 17 E: sales@iinet.net.au</p> | <p>Complaints Handling If you are dissatisfied with iiNet, please contact us first, through our escalation process so we can try and resolve your complaint.</p> <p>https://iihelp.iinet.net.au/Complaints_escalation_process</p> | <p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p> |
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