Critical Information Summary:

VDSL2 Broadband

Information About The Service

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

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**

Requirements & Availability
iiNet VDSL2 is only available within the ACT.

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).

Service availability can be checked using our online coverage calculator: **www.iinet.net.au/internet**

Minimum Term
VDSL2 plans are available on a no lock-in contract.

Included Features
There are a range of value-added features included with iiNet VDSL2, with further detail at: **www.iinet.net.au/vdsl2**

Netphone offered	Liimitless data	10 email addresses
24/7 Customer Service	Great included call value	1GB webspace

Information About Pricing
Monthly Charges

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 This offer is only available to new customers and may be withdrawn at any time.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. For more information, visit **www.iinet.net.au/vdsl2**

- 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.

Further information: www.iinet.net.au/vdsl2

Excess Usage

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

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.

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

Order 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.

Other Information

Usage Information
Customers can obtain information on their Broadband usage at **https://toolbox.iinet.net.au**

Customer Service Contact Details
You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing **support@iinet.net.au**, or for Sales assistance via **13 19 17** or emailing **sales@iinet.net.au** or via appropriate contact form to the appropriate area at **www.iinet.net.au/contact**

Dispute Resolution Process
If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at **https://iihelp.iinet.net.au/Complaints_escalation_process**

Telecommunications Industry Ombudsman
If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at **www.tio.com.au/making-a-complaint**

Further information: www.iinet.net.au/vdsl2

Information is current as of 30/10/2019, is subject to change without notice and all prices quotes include GST   Page **2 of 2**