

Critical Information Summary: Business VDSL2 Broadband

Information About The Service

The VDSL2 service is a broadband internet service that uses our own VDSL network to deliver superfast 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 CIS for Business Netphone can be found 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 the optional Netphone service available on VDSL2. If you don't already have one, iiNet can provide you with a suitable unit at no cost on a 24 month contract. A \$10 delivery charge applies to all hardware orders.

Service availability can be checked using our online coverage calculator at <https://www.iinet.net.au/business/small/internet/vdsl/>

Minimum Term

VDSL2 plans are available on either no fixed term, or a 24 month contract. A 24 month contract gives you a discounted set-up fee and an included WiFi modem.

Included Features

A range of value-added features included, with further details at <https://www.iinet.net.au/business/small/internet/vdsl/>

1GB Webspace	20 Email Addresses & Email Protection	Anytime Quota
No Excess Quota Usage Charges	Priority Support	No excess quota usage charges

Information About Pricing

Plan Name	Typical Business Hours Speed*	Monthly Included Data	Monthly Charge	Set-up Fee (contract length)		Unit cost of 1GB of data included in plan	iiNet Netphone Call Charges
				No lock-in	24 months		
VDSL1 Business 1	83.6Mbps	1000GB	\$89.99	\$159.99	\$59.99	\$0.09	Standard calls to local and national included
VDSL1 Business 2	83.6Mbps	1000GB	\$99.99	\$159.99	\$59.99	\$0.10	Standard calls to local, national & AU mobile included

*Typical Business Hours Speed indicates download speed and is measured between 9am-5pm Monday to Friday. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Business VDSL2 has an upload connection speed of between 1Mbps and 20Mbps. Learn more about VDSL2 speeds at <https://www.iinet.net.au/business/small/internet/vdsl/>

Monthly Charges

- The Total Minimum Price on a no lock-in contract is the standard \$159.99 set-up fee plus 1 month of plan rental.

- The Total Minimum Price on a 24 month contract is the discounted \$59.99 set-up fee 24 months of plan rental
- A \$10 hardware delivery fee applies if a modem is supplied to you.
- Netphone is offered on the basis that the customer waives the Customer Service Guarantee. Information about the iiNet Netphone service is available at iinet.net.au/about/legal/cis/cis-voip.pdf.

Excess Usage

There are no automatic excess usage charges on Business VDSL2, instead traffic beyond the included data quota will be shaped to up to 20Mbps/20Mbps.

- You may purchase a Data Pack at an additional cost for a data quota top up, if required.
- Information on Data Pack pricing is available at https://iihelp.iinet.net.au/Data_Packs_FAQ.

Set-up Fee

The below set-up fee is applicable when signing up to a Business 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	Description	No lock-in contract	Charge (24 month contract)
Standard Installation	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.	\$159.99	\$59.99

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

Cancellation Fee

- If you sign up to a 24 month contract, the maximum applicable break fee is \$200 within the first 6 months. The following break fees apply thereafter. These fees cover the cost reasonably incurred by iiNet when the contract commenced.
- Cancelling either the broadband or the Netphone on bundled plans will end both services.
- Cancelling your Business VDSL2 service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Business VDSL2. Should those products have their own contract containing a cancellation fee, you will be liable for their associated fees.

Cancellation Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 month contract	\$200	\$150	\$100	\$80

Other Information

Usage Information

Customers can obtain information on their NBN usage at <https://toolbox.iinet.net.au>

Customer Service Contact Details

You can contact iiNet Business customer service for Support & Billing assistance via **13 86 89** or emailing bizsupport@iinet.net.au, or for Sales assistance via **13 86 89** or emailing biz-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 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 tio.com.au/making-a-complaint