

CRITICAL INFORMATION SUMMARY:

Business TransACT

Information About The Service

If you're ineligible for any of our iiNet Broadband or Fibre plans, you may be eligible for our TransACT plans, available exclusively on the TransACT network.

Required Services & Availability

Our TransACT plans do not provide you with the necessary physical connection to the internet, however they do provide you with a download quota allowance to be used once you've arranged your physical connection with TransACT.

To find out what TransACT services may be available to you, visit www.transact.com.au/internet/transact

The speed of your service is based on your chosen TransACT connection speed.

Minimum Term

No monthly terms apply to iiNet TransACT.

Included Features

There are a range of value-added features included with iiNet Business TransACT plans, with further detail on the website. A static IP is included, with the option to add more for \$12 per month.

Priority Support	1GB Webspace	19 email addresses	Static IP
Backup dialup account	No Excess quota usage charges	Email Protection	

Information About Pricing

Monthly Charges

Pricing below is for the iiNet TransACT data component of your service. Additional charges will apply for the physical connection to the service, as arranged with TransACT.

Plan Name	Monthly Included Data		Minimum & Maximum Monthly Charge	Total Minimum Price	Unit Cost 1GB of data included in plan
	Peak	Off-Peak			
ACT Business-1	10GB	10GB	\$20.00	\$40.00	\$0.50
ACT Business-2	75GB	75GB	\$50.00	\$70.00	\$0.33
ACT Business-3	300GB	300GB	\$100.00	\$120.00	\$0.17
ACT Business-4	500GB	500GB	\$130.00	\$150.00	\$0.13
ACT Business-5	600GB	600GB	\$160.00	\$180.00	\$0.13
ACT Business-6	1TB	1TB	\$240.00	\$260.00	\$0.12

- As there are no contracts or early cancellation fees, the Total Minimum charges are equivalent to the Min/Max Monthly Charge plus the \$20 setup fee.

Setup & Contracts

A setup fee of \$20 applies to TransACT services.

No contracts are applied.

Excess Usage

There are no automatic excess usage charges on TransACT plans, instead traffic beyond the included data will be slowed to 256kbps/256kbps. Peak/offpeak periods differ by plan, as detailed below;

Plan Name	Peak Period	Off-Peak Period	Shaped Speed
ACT Business-1 - Business-3	8am - 2am	2am - 8am	256/256kbps
ACT Business-4 - Business-6	9am - 1am	1am - 9am	256/256kbps

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 Business customer service for Sales, Support & Billing assistance via **13 24 49** or emailing bizsupport@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