

# Critical Information Summary: Budii Rental

## Information About The Service

Our Budii modem lets you enjoy fast broadband, great wireless range and performance, has seven Ethernet connections, and the option of using the NBN, Fibre, and iiNet TV. The Budii Modem uses two frequencies – 2.4GHZ for web surfing and 5GHZ for streaming iiNet TV – for multiple usages. Budii also comes with a phone handset, supporting up to two phone lines.

Need another reason to rent Budii? Bundle with Budii Rental and we'll even waive your broadband setup costs.

### Required Services & Availability

You will require:

- An iiNet broadband Internet service

Full technical specifications are available at <http://www.iinet.net.au/hardware/budii/specs/>

### Minimum Term

A minimum term of 24 months applies to Budii Rental.

Separate contract terms may apply for your broadband plan.

## Information About Pricing

### Monthly Charges

The cost of Budii Rental is in addition to your standard monthly iiNet broadband & voice product charges.

Please note you will be required to return the equipment when you cease rental.

Rental Hardware Type	Minimum & Maximum Monthly Payment	Total Min Price (24 Month Contract)
Modem + Handset	\$14.95	\$1,317.60

- Because Budii Rental is only available when combined with an ADSL2/ Naked DSL/ Fibre Service, the total minimum price is calculated as 24 months of the \$39.95 monthly for the entry level broadband plan price.
- Broadband setup fees are waived when you bundle with Budii Rental
- No postage costs are charged to deliver the unit

### Early Cancellation Charges

If you end your Budii Rental contract early, you will be required to pay back the leaving costs reasonably incurred by iiNet. These costs differ based on whether the rental hardware is returned or not, as detailed further below.

Contract cancellation			
within 6 months	7 – 12 months	13 – 18 months	19 - 24 months
\$200	\$150	\$100	\$50

If you do not return the rental hardware as required, you will be charged a non-return fee as set out in the table below:

Non- return fees	
Budii modem	\$259.05
Budii handset	\$99.95
Budii modem + Budii handset	\$359.00

Full terms can be viewed at [www.iinet.net.au/hardware/budii/terms/](http://www.iinet.net.au/hardware/budii/terms/)

## Other Information

### Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing [support@iinet.net.au](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](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](http://www.tio.com.au/making-a-complaint)

[www.iinet.net.au/hardware/budii/](http://www.iinet.net.au/hardware/budii/)