Critical Information Summary:
Dialup

Information About The Service

Access the internet from anywhere you can find a phone line – no fixed locations or coverage areas. Just plug in your modem and 'dial up' our national access number to get online.

You can even save $10/month on our dialup plans when you bundle with iiNet Phone.

Requirements & Availability

To connect to dialup you'll need a basic telephone service. You can use a suitable telephone service from another provider and pay the standard pricing, or you can use an iiNet Phone service (from $29.95 per month) and receive $10 off the monthly cost of your dialup plan.

You will require dialup modem to connect (either an external modem, or some computers come with an internal modem).

Minimum Term

No monthly terms apply to iiNet dialup services.

Included Features

There are a range of value-added features included with iiNet Dialup, with further detail on the website;

Email Protection	1GB Webspace	5 email addresses
No cutoff times	No excess quota usage charges	24/7 customer service

Information About Pricing

Monthly Charges

When you bundle iiNet Dialup plans with Phone, you'll save $10 on the monthly dialup plan price. Bundled pricing below does not include the price of Phone.

Plan Name	Included Hours	Minimum Monthly Price	Maximum Monthly	Total Minimum Price (No Contract)	Total Maximum Price (No Contract)
Hourly Dialup	60hrs/mth	$19.95	29.95*	$19.95	29.95*
Hourly Dialup with Phone	60hrs/mth	$9.95	29.95*	$9.95	29.95*
Unlimited Hours Dialup	Unlimited	$24.95	$24.95	$24.95	$24.95
Unlimited Hours Dialup with Phone	Unlimited	$14.95	$14.95	$14.95	$14.95

▪ The Maximum monthly charge on Hourly Dialup plans is $29.95 (the monthly charge + $10 maximum excess for unbundled Hourly Dialup, or +$20 maximum excess for Hourly Dialup with Phone)

Setup & Contracts

Dialup connections are not held to any contract term, do not incur any contract break fees, nor do they incur a setup cost.

Other Information

Call Usage Information

Customers can obtain information on their Phone usage at **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 **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**