Critical Information Summary:

NBN

Information About The Service
The NBN service is a broadband internet service which uses the NBN Fibre (FTTP, FTTB, FTTN or HFC) Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN plan we include our Netphone (Voice over IP) phone service at no additional cost, offering great call rates and call inclusions depending on your plan of choice. The Critical Information Summary for Netphone can be found at: www.iinet.net.au/about/legal/cis/cis-nbn-netphone.pdf

Required Services & Availability
The NBN service is only available within an NBN (FTTP, FTTB, FTTN or HFC) ready service area. NBN availability can be checked using our coverage checker at: www.iinet.net.au/internet/broadband/nbn/coverage/

You will require an NBN ready modem, with support for all types of NBN services. Your modem will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included Netphone service. NBN HFC services require you to purchase an iiNet modem (which is WiFi and VoIP enabled).

You will also need a standard phone handset (approved for use in Australia) to use your included Netphone service.

Minimum Term
NBN plans are available on either a no lock-in contract, or on a 24 month contract. A 24 month offers an included WiFi modem, as well as $0 activation ($79.95 on a no lock-in contract).

Included Features
There are a range of value-added features included with NBN plans, with further detail on the website.

<table>
<thead>
<tr>
<th>Limitless Data (on selected plans)</th>
<th>Netphone included</th>
<th>Contract flexibility</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>24/7 Customer service</td>
<td>No Excess quota usage charges</td>
</tr>
</tbody>
</table>

Information About Pricing
Monthly Charges

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Monthly Included Data</th>
<th>Included Netphone Call Charges</th>
<th>Monthly Charge</th>
<th>Total Min. Charge (no lock-in contract) FTTP, FTTB, FTTN</th>
<th>Total Min. Charge (no lock-in contract) NBN HFC only</th>
<th>Total Min. Charge (24 month contract)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBN Basic 250</td>
<td>250GB</td>
<td>Pay as you go</td>
<td>$59.99</td>
<td>$139.94</td>
<td>$238.94</td>
<td>$1,449.76</td>
</tr>
<tr>
<td>NBN Limitless Basic</td>
<td>Limitless</td>
<td>Pay as you go</td>
<td>$69.99</td>
<td>$149.94</td>
<td>$248.94</td>
<td>$1,689.76</td>
</tr>
<tr>
<td>NBN Limitless Boost Incl LN Calls</td>
<td>Limitless</td>
<td>Includes calls to local &amp; standard national</td>
<td>$79.99</td>
<td>$159.94</td>
<td>$258.94</td>
<td>$1,929.76</td>
</tr>
<tr>
<td>NBN Limitless Boost Incl LNM Calls</td>
<td>Limitless</td>
<td>Includes calls to local, standard national &amp; Australian mobiles</td>
<td>$89.99</td>
<td>$169.94</td>
<td>$268.94</td>
<td>$2,169.76</td>
</tr>
<tr>
<td>NBN Limitless MAX</td>
<td>Limitless</td>
<td>Pay as you go</td>
<td>$99.99</td>
<td>$179.94</td>
<td>$278.94</td>
<td>$2,409.76</td>
</tr>
<tr>
<td>NBN Limitless MAX Incl LN Calls</td>
<td>Limitless</td>
<td>Includes calls to local &amp; standard national</td>
<td>$109.99</td>
<td>$189.94</td>
<td>$288.94</td>
<td>$2,649.76</td>
</tr>
<tr>
<td>NBN Limitless MAX Incl LNM Calls</td>
<td>Limitless</td>
<td>Includes calls to local, standard national &amp; Australian mobiles</td>
<td>$119.99</td>
<td>$199.94</td>
<td>$298.94</td>
<td>$2,889.76</td>
</tr>
</tbody>
</table>

- Cost of 1GB of data included in NBN Basic 250 is $0.24/GB.
- Total Minimum Charge on a 24 month contract is 24 months of rental plus $10 modem delivery fee.
- Total Minimum Charge on no lock-in contract is the activation fee ($79.95) plus one month of plan rental. For NBN HFC, the total min cost also includes $89 for modem and a $10 modem delivery fee.
- Additional once off $300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.

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

Information is current as of 15/11/2016, is subject to change without notice and all prices quoted include GST
- Basic, Boost and MAX indicate the underlying NBN wholesale connection speed. Basic means speeds of up to 12Mbps download/1Mbps upload; Boost means speeds of up to 25Mbps download/5Mbps upload; MAX means speeds of up to 100Mbps download/40Mbps upload. Due to a number of factors, speeds may vary and may be slower than the maximum NBN wholesale connection speeds.
- Learn more about NBN speeds at: https://iihelp.iinet.net.au/support/node/17104/
- Full list of Netphone call rates is available at www.iinet.net.au/nbn-netphone

**Setup Fee**
The below activation fee is applicable when signing up to an NBN plan.

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
<th>Charge (no lock-in contract)</th>
<th>Charge (24 month contract)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBN (FTTP, FTTB, FTTN and HFC)</td>
<td>Activation Fee</td>
<td>$79.95</td>
<td>$0</td>
</tr>
</tbody>
</table>

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

**Excess usage**
Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on NBN – instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for NBN Basic 250. Limitless plans are not shaped. You may purchase additional data if required: for more information, see iihelp.iinet.net.au/support/data_packs_FAQ

**Cancellation Fees**
- Applies to 24 month contract term only - the maximum applicable break fee is $300 within the first 6 months. The below NBN break fees apply thereafter. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your NBN service will also cancel any other iiNet products you’ve purchased that are only available when bundled with NBN. Should those products have their own contract, you are liable for their associated break fees.

<table>
<thead>
<tr>
<th>Contract Break Fees</th>
<th>Tenure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0 – 6 months</td>
</tr>
<tr>
<td>24 month contract</td>
<td>$300</td>
</tr>
</tbody>
</table>

**Other Information**

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

**NBN Access Technologies**
Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2. More information on NBN access technologies is available at: www.iinet.net.au/internet/broadband/nbn/about/

**Battery Backup and Power Outages**
NBN FTTP services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is available only on NBN FTTP. In order for your service to work in a power outage please be aware that:
- You must have an active BBU installed. (This is optional and you can elect to get this installed at no extra cost when you apply for an NBN FTTP service with iiNet)
- Access to the internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Connection Box (NTD).
- During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

**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/nbn

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