

Critical Information Summary: Netcomm Rental

Information About The Service

The Netcomm NB16WV-02 modem is a basic 2.4GHz and 5GHz 802.11n wireless ADSL2+ integrated modem that allows you to surf the Internet and share files with multiple devices within your network.

Required Services & Availability

You will require an iiNet broadband internet service. If you wish to make use of the VoIP features of the modem you will need a separate VoIP plan.

Full technical specifications are available at <http://www.iinet.net.au/internet/broadband/adsl/hardware> – Click on the Netcomm tab.

Minimum Term

Separate contract terms may apply for your broadband plan.

Information About Pricing

Monthly Charges

The cost of the Netcomm modem is in addition to your standard monthly iiNet broadband & VoIP product charges.

Plan Name	Minimum & Maximum Monthly Payment	Total Min Price (24 Month Contract)
24 Month contract with associated iiNet broadband plan	\$3.99	\$1054.56

- Because the Netcomm NB16WV-02 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.
- No postage charges are charged to deliver the unit.

Early Cancellation Charges

If you end your Netcomm NB16WV-02 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	
Netcomm NB16WV-02	\$109

Full terms can be found here: www.iinet.net.au/modems/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, 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