

CRITICAL INFORMATION SUMMARY:

TransACT

Information About The Service

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

Requirements & 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 plans.

Included Features

There are a range of value-added features included with iiNet TransACT plans, with further detail on the website.

24/7 Customer service	1GB Webspace	10 email addresses
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 internet, which you will need to arrange 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 Home-1	5GB	5GB	\$10.00	\$30.00	\$1.00
ACT Home-2	50GB	50GB	\$30.00	\$50.00	\$0.30
ACT Home-3	75GB	75GB	\$40.00	\$60.00	\$0.27
ACT Home-4	100GB	100GB	\$50.00	\$70.00	\$0.25
ACT Home-5	200GB	200GB	\$70.00	\$90.00	\$0.18
ACT Home-6	500GB	500GB	\$100.00	\$120.00	\$0.10

- As there are no contracts applied, the Total Minimum & Maximum price for the service are the same (equivalent to the standard 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 in the table below:

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

Other Information

Usage Information

Customers can obtain information on their usage at <https://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 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