Our Customer Relationship Agreement

PRICING SCHEDULE

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Rules of interpretation and capitalised terms used in this Pricing Schedule are defined in the General Terms of our CRA.

1. ABOUT THE IINET PRICING SCHEDULE

Our Customer Relationship Agreement

1.1 This is the Pricing Schedule that applies to iiNet, Westnet and Adam Internet as part of our CRA.

1.2 The General Terms of our CRA, and the other documents listed in clause 1.2 of the General Terms, also apply to Services.

1.3 All prices are GST inclusive unless otherwise noted.

2. IINET GROUP BILLING POLICY

Charges

2.1 Charges you must pay us are set out in the terms of our CRA (including in your Application and the Pricing Schedule). We may bill you, in accordance with the terms of our CRA, for:

(a) recurring or fixed charges, payable in advance (for example, line rental charges);

(b) variable charges, payable in arrears (for example, call charges, data usage);

(c) one-off fees such as installation or set-up charges, incorrect call out fees, re-connection fee, Contract Break Fees;

(d) any equipment we supply to you;

(e) services provided to you by a third party and we are charged for your usage of that service; and for any amount you owe to any iiNet Entity.

Frequency of Bills

2.2 We will issue a bill to you at regular billing periods. The billing periods for a service is set out during your Application. We can also issue an interim bill in the following circumstances:

(a) to align to a billing period;

(b) if you change or cancel your existing plan;

(c) for any new services we provide to you;

(d) to relocate an existing service; or

(e) if you request to be invoiced for any 'unbilled' charges.

2.3 We try to include all charges relating to a billing period on that bill. Where that does not happen, bills may include charges from previous billing periods (but no older than 160 days from the date the charge was incurred).

2.4 Charges will be calculated by reference to data of your usage that have been recorded, logged or received by our Suppliers and us.

Format of Bills

2.5 Our bills are available in the following formats:

(a) As an Email – sent to you via email;

(b) Online – you bill is available via our online portal "Toolbox"; or

(c) Postal – sent to you via post (extra charges may apply). Not available for all accounts.

2.6 You can check your usage and update your contact details at any time online by logging into "Toolbox".

2.7 Our bills are sent to the addresses you provide to us and it is your responsibility to ensure you receive your bills.

2.8 You must make sure that your contact and payment details are accurate and up-to-date.

Payments

2.9 You must pay each bill by the due date specified in the bill without any set-off, counter claim or deduction.

2.10 If you believe a charge in a bill is incorrect, you can raise a billing dispute for that charge (see clause 2.16 Billing Disputes below) but you must pay all the remaining charges in that bill by the due date.

2.11 Where you have authorised us to debit your nominated financial institution account (e.g. your bank or credit card account), for the purposes of paying your bill, you also

agree that:

(a) we may debit your account a few days (usually 3 to 4 Business Days) before the bill due date to ensure payment is received on time. You acknowledge and accept that this means we may debit your account within 10 Business Days of the bill being issued to you; and

(b) where the initial debit is declined, we may make further attempts to debit your account.

2.12 [Not used]

2.13 If you are having difficulties paying a bill, you may be eligible for financial hardship assistance. See our Financial Hardship Policy for more information.

Late or dishonoured payments

2.14 If you do not pay a bill by its due date, then:

(a) we may charge you and you must pay a late fee;

(b) you must pay our reasonable expenses and costs incurred to recover payment from you, such as our administrative costs and the costs of engaging a mercantile agent; and

(c) we can suspend or cancel the Service in accordance with clause 12.3(a) of the General Terms.

2.15 If you pay a bill:

(a) by direct debit and there are insufficient funds in the account or your account details are not current and valid; or

(b) by cheque (and cheque is an available payment method to you as described on your invoice or by Us) and the cheque is dishonoured,

we may charge you and you must pay any decline fee, dishonour fee or similar fees charged by your financial institution.

Billing Disputes

2.16 If you wish to dispute an amount in a bill, you may do so by contacting us to raise a dispute.

2.17 If you raise what we reasonably consider to be a genuine billing complaint before the due date on the bill:

(a) your obligation to pay the disputed charge or fee may be suspended pending our investigation and resolution of the dispute; and

(b) you must pay all non-disputed amounts in the bill in accordance with clause 2.10 (Payments).

2.18 If the disputed charges are found to be correct, you must promptly pay the outstanding amount.

2.19 If the disputed charges are found to be erroneous, we may issue you an amended bill, correcting theerror. If you haveoverpaid as aresult of a billing error, wewill either:

(a) credit your account with the overpayment, or

(b) if you have stopped acquiring the Service from us, we will refund the overpayment to you (after deduction of any other amounts due by you to any iiNet Entity).

Consequences of suspension

2.20 You must still pay for your Service while the Service is suspended in accordance with our CRA.

Consequences of cancellation

2.21 If your Service is cancelled for any reason, you remain responsible for all charges incurred up to cancellation.

2.22 We will refund monies that you have paid in advance for the cancelled Service (except Call Packs) on a pro-rata basis up to the date of cancellation together with overpayments you have made (if any), minus any amounts you owe to us, such as outstanding charges or Contract Break Fee.

2.23 Unless the Service was cancelled because of our error, you will need to pay any applicable reconnection fee to reconnect that Service.

3. PHONE SERVICES

Call Packs

Call Packs are not available as a standalone product.

Call Pack	Monthly fee	Included Call Value	Availability
Basic Call Pack	$5	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles	Netphone, NBN Phone, Netphone for FTTH plans
Value Call Pack	$10	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 100 minutes each month to call any landline or mobile in any destination listed in the Value Call Pack in our International Call rates page (excluding satellite phones)	Netphone, NBN Phone
Premium Call Pack	$15	Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance 1223) Unlimited standard national calls	Netphone, NBN Phone, Netphone for FTTH plans

		Unlimited national calls to mobiles Unlimited international calls to any landline or mobile to the select 23 destinations (excluding satellite phones) (as detailed on our website)	
Value Call Pack	$10	Unlimited local calls Unlimited standard national calls and unlimited national calls to mobiles	Ultra FTTB Phone
Premium Call Pack	$20	Unlimited local calls Unlimited standard national calls and unlimited national calls to mobiles Unlimited standard international calls to 15 countries (as detailed on our website)	Ultra FTTB Phone
International Call Pack	$10	Unlimited standard landline calls to 20 destinations (as detailed on our website)	Ultra VDSL Phone, Ultra Cable Phone
Mobile Call Pack	$10	Unlimited standard calls to Australian mobile numbers	Ultra VDSL Phone, Ultra Cable Phone
Mobile (Business Netphone)	$20	All calls to standard Australian mobile numbers	Business Netphone (with Naked Business Bundle)

Netphone/NBN Phone/ULTRA Phone Service

Phone Service fees	Monthly fee	Call Costs
Netphone or Business Netphone or NBN Phone or Business NBN Phone Monthly Rental Fee	$9.95	Local calls – $0.00/call" National calls – $0.00/call Acceptable Use Policy applies
Netphone/NBN Phone/ULTRA Phone when paired with broadband plan that includes local & standard national calls.	$0	Local calls – $0.00/call National calls – $0.00/call Acceptable Use Policy applies

Phone Service fees	Monthly fee	Call Costs
Netphone/NBN Phone/ULTRA Phone when paired with broadband plan that includes pay as you go calls.	$0	Local calls - $0.15 untimed National calls - $0.15 untimed
Netphone/NBN Phone/ULTRA Phone when paired with broadband plan that includes local, standard national and Australian mobile calls.	$0	Local calls - $0.00/call National calls - $0.00/call Australian mobile calls - $0.00/call Acceptable Use Policy applies
On-net to On-net calls	NA	Free
Home to mobile calls	NA	29 cents per minute
13, 1300 calls	NA	30 cents untimed
International Calls	NA	Charges as per our Website per country
Override codes (such as 1414)	NA	Not recommended, charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	NA	Charges will vary based on service used and call duration.

Calls to mobile phones from Netphone/NBN Phone/ULTRA Phone and fixed line phone products are charged in 30 second blocks.

Phone Optional Services^	Fee for Services	Additional Charges
Call Forwarding Always	NA	Call Charges Apply
Call Forwarding Busy	NA	Call Charges Apply
Call Forwarding No Answer	NA	Call Charges Apply
Call Forwarding Selective^	NA	Call Charges Apply
Call Waiting	NA	Call Charges Apply
Voice Mail^	NA	NA
Voice Messaging to Email^	NA	NA

Phone Optional Services^	Fee for Services	Additional Charges
Caller Line ID Delivery Blocking	NA	NA
Call Return	NA	Call Charges Apply
Three way calling	NA	Call Charges Apply
Simultaneous Ring^	$1.95/month	Call Charges Apply
Sequential Ring^	$1.95/month	Call Charges Apply
Music on Hold^	$1.95/month	NA

^Optional Services are not available on all Netphone/NBN Phone Services and not available on ULTRA Phone services.

Naked iiTalk, Naked AdamTalk & Naked Business iiTalk

Service fees	Monthly fee	Call Costs
Monthly Rental Fee	$0	Local calls – free* National calls – free** Acceptable Use Policy applies
Standard rate for the purposes of Excessive Use under the Acceptable Use Policy		Local calls – 15 cents untimed, National calls – 15 cents untimed
On-net to On-net calls	NA	Free
Home to mobile calls	NA	29 cents per minute
13, 1300 calls	NA	30 cents untimed
International Calls	NA	Charge as per our Website per country
Override codes (such as 1414)	NA	Not recommended, charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non- local fixed price.	NA	Charges will vary based on service used and call duration.

iiNet Business Voice

iiNet Netphone Optional Services	Fee for Services	Additional Charges
Call Forwarding Always	NA	Call Charges Apply
Call Forwarding Busy	NA	Call Charges Apply
Call Forwarding No Answer	NA	Call Charges Apply
Call Forwarding Selective	NA	Call Charges Apply
Call Waiting	NA	Call Charges Apply
Voice Mail ***	NA	NA
Voice Messaging to Email	NA	NA
Caller Line ID Delivery Blocking	NA	NA
Call Return	NA	Call Charges Apply
Three way calling	NA	Call Charges Apply
Simultaneous Ring	$1.95/month	Call Charges Apply
Sequential Ring	$1.95/month	Call Charges Apply
Music on Hold	$1.95/month	NA

iiNet Business Voice

iiNet Business Voice Services	Basic	Standard	Manager	Reception
Cost per extension	$39.95 per month	$54.95 per month	$69.95 per month	$94.95 month
Contract Term (months)	24	24	24	24
Total Minimum cost	$958.80	$1,38,80	$1,678.80	$2,278.80
Handset Model	Polycom IP335	Polycom IP 550	Polycom IP 670	Polycom IP 670 + Console Module
Line Rental	included free	included free	included free	included free
Phone Number (DID)/year	included free	included free	included free	included free
Handset Rental	included free	included free	included free	included free

Service Fees	**Plan A**	**Plan B**	**Plan C**	**Plan D**
Local Calls	included free	included free	included free	included free
National Calls	included free	included free	included free	included free
Calls to Mobile ($/min)	$0.15	$0.15	$0.15	$0.15
International Calls ($/min)	As per website from 5c per min	As per website from 5c per min	As per website from 5c per min	As per website from 5c per min
Flag Fall	No Flag Fall	No Flag Fall	No Flag Fall	No Flag Fall
13, 1300 calls	30 cents untimed	30 cents untimed	30 cents untimed	30 cents untimed
Override codes (such as 1414)	Not recommended, charges will vary	Not recommended, charges will vary	Not recommended, charges will vary	Not recommended, charges will vary
Other Calls: For example, Information services calls, Domestic	Charges will vary based on service used and call duration	Charges will vary based on service used and call duration	Charges will vary based on service used and call duration	Charges will vary based on service used and call duration

Other	Plan A	Plan B	Plan C	Plan D
Contract Term (months)	24	24	24	24
Minimum Cost over 24 months	$958.80	$1,318.80	$1,678.80	$2,278.80
Setup/Installation Fee	Free	Free	Free	Free

Contract offer

All Business Voice plans are provided on a 24 month contract and include the rental of the handset provided.

If you end your Business Voice contract early, you will be required to pay back the costs reasonably incurred by iiNet by you leaving the contract; you don't have to pay out your remaining monthly fees.

Our fair contract guarantee lets you change between Business Voice plans at any time without the need to break your agreed contract. A new contract term may be required.

Business Voice services are voice over IP services and require a suitable internet connection.

If you upgrade your plan, we will absorb the administration costs. If you change to a Business Voice plan of lesser monthly price, a small fee applies.

See Terms Fees and Guarantees for further details
http://www.iinet.net.au/business/business-voice/

* The Acceptable Use Policy applies to “Free *local* Calls”.

** The Acceptable Use Policy applies to “Free *National* Calls”. National calls are defined as Australian Geographic numbers (those prefixed with an area code) and would not include Premium services such as 13xx, 19xx, 18xx.

IINET GROUP CRA – IINET PRICING SCHEDULE
iiNet BizPhone

Plan Name	Once off Setup Charge			Monthly Fee (Recurring Charge)
	0 Month Contract	12 Month Contract	24 Month Contract	
SoftPhone (desktop app – no handset)	$0	$0	$0	$24.95
Standard (inc handset rental)	$129	$49	$0	$29.95
Cordless (inc handset rental)	$129	$49	$0	$29.95
Premium (inc handset rental)	$199	$99	$0	$49.95
2 Port ATA (inc 1 BizPhone line)	$49	$29	$0	$24.95
4 Port ATA (inc 3 BizPhone line)	$129	$49	$0	$74.85
Additional BizPhone Line (line only – no handset)	$0	$0	$0	$24.95

Plan Name	Local Calls	Standard National Calls*	Calls to Australian Mobile	International**	1300 and 13
Softphone	Included	Included	Included	From 4c/minute	25.3c/call
Standard	Included	Included	Included	From 4c/minute	25.3c/call
Cordless	Included	Included	Included	From 4c/minute	25.3c/call
Premium	Included	Included	Included	From 4c/minute	25.3c/call
BizPhone Line	Included	Included	Included	From 4c/minute	25.3c/call

The Acceptable Use Policy applies

* National calls are defined as Australian Geographic numbers (those prefixed with an area code) and would not include Premium services such as 13xx, 19xx, 18xx.

** Rates will vary depending on destination. For a full list of rates please see our Website.

Exclusions

BizPhone plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. BizPhone is not available for telemarketing, call centre function and similar uses.

Non-Return Charge

If the handset or ATA is not returned within 30 days of your service ending, or is returned faulty, the following fee will apply:

a. Standard or Cordless handsets - $179 for each handset
b. Premium handsets - $339 for each handset
c. 2 Port ATAs - $49 for each ATA
d. 4 Port ATAs - $129 for each ATA

Optional Equipment, Software and Features

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, receptionist application and more. Prices will depend on the options you select, see iinet.net.au/business/small/phone/bizphone for more information.

Contract offer

If you end your BizPhone contract early, you will be required to pay the applicable early termination fees being [monthly fee] x [number of months remaining].

Early termination fees are capped at 6 months' worth if you are on a 12 month Contract; and capped at 12 months' worth if you are on a 24 month Contract.

IINET GROUP CRA – IINET PRICING SCHEDULE

4. NBN SERVICES

NBN FTTP, HFC, FTTB, FTTC and FTTN Service Residential Plans

Plan	Contract Term	Monthly Anytime Quota	Monthly Charge	[1]Speed Tier	[2]NBN Phone Call Charges	Total Minimum Charge
[4]NBN Seniors Card (Grandfathered)	24 Months	50GB	$49.99	Basic (NBN12)	Includes calls to Local & Standard National	$1209.76[4]
NBN25 Liimitless / Unlimited	Month to Month	Unlimited	$79.99	Standard (NBN25)	Pay as you go	$89.99 (incl. $10 delivery fee) if you return the modem; otherwise $289.99[3]
NBN50 Liimitless / Unlimited	Month to Month	Unlimited	$89.99	Standard Plus (NBN50)	Pay as you go	$99.99 (incl. $10 delivery fee) if you return the modem; otherwise $299.99[3]
[6]NBN100 / NBN Fast Liimitless (iiNet)	Month to Month	Unlimited	$94.99	Premium (NBN100/ Fast)	Pay as you go	$104.99 (incl. $10 delivery fee) if you return the modem; otherwise $304.99[3]
[5]NBN 500 / NBN Fast Liimitless	Month to Month	Unlimited	$94.99	Premium (NBN500 / Fast)	Pay as you go	$104.99 (incl. $10 delivery fee) if you return the modem; otherwise $304.99[3]
[5]NBN Superfast Liimitless / Unlimited	Month to Month	Unlimited	$104.99	Premium (Superfast)	Pay as you go	$114.99 (incl. $10 delivery fee) if you return the modem; otherwise $314.99[3]
[5]NBN Ultrafast Liimitless / Unlimited	Month to Month	Unlimited	$114.99	Premium (Ultrafast)	Pay as you go	$124.99 (incl. $10 delivery fee) if you return the modem; otherwise $324.99[3]

IINET GROUP CRA – IINET PRICING SCHEDULE

All NBN Service Residential plans offer an NBN Phone Service which requires an iiNet Group supplied modem. Call inclusions vary by NBN plan or with a Call Pack add-on.

Excess Data fees

- All Plans except NBN Seniors: Nil. Both uploads and downloads count towards the Monthly Anytime Quota.
- NBN Seniors: Shaped to 256k/256k when the monthly quota is exceeded.

[1]For information on NBN speeds please see here for iiNet/Adam Internet, here for Westnet.

[2]Included calls subject to Acceptable Use Policy.

[3]Total Minimum Charge on no lock-in contract is $200 for modem, $10 modem delivery fee plus one month of plan rental. Total Minimum Charge if you return the modem is $10 modem delivery fee plus one month of plan rental.

If you BYO modem the Total Minimum Charge is one month of plan rental.

[4]NBN Seniors Card plan is a 24-month plan, with a Total Minimum Charge of $1209.76 (24 months x $49.99 plus $10 modem delivery fee). The NBN Seniors Card Plan is closed to new customers and cannot be added as an additional service. An existing NBN Seniors Card cannot be relocated to a new address – if your location changes, you will need to sign up to an in-market plan available on our website, or change providers. Similarly, if you cancel your Seniors Plan for any reason, you cannot return to it in the future.

[5]NBN500, NBN Superfast & NBN Ultrafast plans are only available in NBN FTTP and NBN HFC areas.

[6]NBN100 is only available in NBN FTTN/B/C areas. If you are a FTTN/B/C customer, the Maximum Attainable Speed (MAS) for your line will place a limit on the speeds you are able to achieve at your location and this may be lower than the speeds mentioned above (if you are unsure about what your MAS is, you can contact us). For all customers, the actual speeds you experience will vary due to many factors which are explained on our website at **https://help.iinet.net.au/speeds-nbn-network-explained for iiNet.**

Set up fees:

- Residential Plans: $0.

Modem fees:

- Residential Plans (no lock in contracts):
  $0 when you stay connected for 24 months. If you leave prior to 24 months you will be charged a modem fee of $200, unless you choose to return the modem in Good Working Order within 21 days of cancellation. $10 delivery fee applies.
- Seniors Card Plan (24 month contract): $0 plus $10 delivery.

New Development Charge:

- All plans: $300, charge by NBN from 1 April 2016 for any premises that is in a New Development Location.

IINET GROUP CRA – IINET PRICING SCHEDULE

NBN FTTP, FTTB, FTTN, FTTC & HFC Service Business Plans

Plan	Anytime Quota (GB)	Monthly Charge^	Total Min Cost (no lock in)	Total Min Cost (24 months)	Speed Tier*	Included Calls	Shaped Speed
Business NBN50 Essentials Bundle	300	$69.99	$149.94	$1679.76	Standard Plus (NBN50)	None	8/1Mbps
Business NBN50 Value Bundle	Unlimited	$79.99	$159.94	$1919.76	Standard Plus (NBN50)	None	NA
Business NBN50 Ultimate Bundle	Unlimited	$89.99	$169.94	$2159.76	Standard Plus (NBN50)	Local & Standard National & Australian mobiles	NA
Business NBN100 Essentials Bundle	300	$99.99	$179.94	$2399.76	Premium (NBN100)	None	8/1Mbps
Business NBN100 Value Bundle	Unlimited	$109.99	$189.94	$2639.76	Premium (NBN100)	None	NA
Business NBN100 Ultimate Bundle	Unlimited	$119.99	$199.94	$2879.76	Premium (NBN100)	Local & Standard National & Australian mobiles	NA

All NBN Service Business Plans include Netphone/NBN Phone, and is subject to our Acceptable Use Policy.

[1] This indicates the underlying speed tier that your NBN plan is on and represents the maximum possible speed that is available outside the busy period of 9am-5pm. Actual speeds may vary due to many factors which is explained here.

Excess Data fees

- All Plans: Nil. Both uploads and downloads count towards the Monthly Anytime Quota.
- Business NBN50 Essentials and Business NBN100 Essentials Plans: Shaped to 8/1Mbps when the monthly quota is exceeded

^BizPhone Bundle Discount: Bundle your Business Broadband plan with a BizPhone Line, Standard, Cordless or Premium plan and receive $9.99 discount off the broadband plan each

month. Maximum of one discount per broadband plan. Discount ends when you cancel the broadband plan and/or the BizPhone plan

Set up fees:

- Business Plans (no lock in contracts): $79.95.
- Business Plans (24 month contracts): $0.

Modem delivery fee:

- All Plans: $10 to locations within Australia.

New Development Charge:

- All Plans: $300, charge by NBN from 1 April 2016 for any premises that is in a New Development Location.

NBN Fixed Wireless Plans

Plan	Monthly Anytime Quota	Monthly Charge	[1]Typical Evening Speeds	[2]NBN Phone Call Charges	[4]Total Min Charge (No lock-in contract)	[3]Total Min Charge (24 month contract)
[3]NBN Seniors Card	50GB	$49.99	11Mbps Download 0.9Mbps Upload	Includes calls to Local & Standard National	N/A	$1209.76
NBN25 Liimitless/ Unlimited	Unlimited	$79.99	20Mbps Download 3.8Mbps Upload	Pay as you go	$89.99 (incl. $10 delivery fee) if you return the modem; otherwise $289.99	N/A

All NBN Fixed Wireless plans include NBN Phone. Call inclusions vary by NBN plan.

Excess Data fees

- All Plans except NBN Fixed Wireless Seniors Card plan: Nil. Both uploads and downloads count towards the Monthly Anytime Quota.
- NBN Fixed Wireless Seniors Card: Shaped to 256k/256k when the monthly quota is exceeded.

[1]Typical Evening Speed is subject to change and is measured between 7pm and 11pm. Addresses with speeds affected by NBN Co wireless network congestion will be notified. Actual speeds may vary due to many factors which is explained here.

[2]Included calls subject to Acceptable Use Policy.

[3] NBN Fixed Wireless Seniors Card plan is a 24 month plan, with a Total Minimum Charge of $1209.76 (24 months x $49.99 plus $10 modem delivery fee). The NBN Fixed Wireless Seniors Card plan is now closed to new customers and can no longer be added as an additional service. An existing nbn Seniors Card plan cannot be relocated to a new address – if your location changes, you will need to sign up to an in-market plan available on our website, or change providers. Similarly, if you cancel your Seniors Plan for any reason, you cannot return to it in the future.

[4] Total Minimum Charge on no lock-in contract is $200 for modem, $10 modem delivery fee plus one month of plan rental. Total Minimum Charge if you return the modem is $10 modem delivery fee plus one month of plan rental.

If you BYO modem the Total Minimum Charge is one month of plan rental.

Set up fees:

- All Plans: $0.

Modem fees:

- Residential Plans (no lock in contracts): $0 when you stay connected for 24 months. If you leave prior to 24 months you will be charged a modem fee of $200, unless you choose to return the modem in Good Working Order within 21 days of cancellation. $10 delivery fee applies.
- Seniors Card Plan (24 month contract): $0 plus $10 delivery.

New Development Charge:

- All plans: $300, charge by NBN from 1 April 2016 for any premises that is in a New Development Location.

NBN Business Fibre Phone

Fibre Phone Service fees	Monthly fee	Call Costs
Fibre Phone Monthly Rental Fee (only available when NBN Business Fibre is bundled with Business Fibre Phone)	$19.95	Local calls - $0.00/call* National calls - $0.00/call* *Acceptable Use Policy applies
On-net to On-net calls	NA	Free
Home to mobile calls	NA	29 cents per minute
13, 1300 calls	NA	30 cents untimed

Fibre Phone Service fees	Monthly fee	Call Costs
International Calls	NA	Charges as per our Website per country
Override codes (such as 1414)	NA	Not recommended, charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	NA	Charges will vary based on service used and call duration.

Calls to mobile phones from Fibre Phone are charged in 30 second blocks.

iiNet Fibre Phone Optional Services	Fee for Services	Additional Charges
Call Forwarding Always	NA	Call Charges Apply
Call Forwarding Busy	NA	Call Charges Apply
Call Forwarding No Answer	NA	Call Charges Apply
Call Forwarding Selective	NA	Call Charges Apply
Call Waiting	NA	Call Charges Apply
Voice Mail ***	NA	NA
Voice Messaging to Email	NA	NA
Caller Line ID Delivery Blocking	NA	NA
Call Return	NA	Call Charges Apply
Three way calling	NA	Call Charges Apply

Other Fees:

Subsequent Installation	$297	Applicable only if requested and agreed to by you.

Under the terms of our wholesale agreement, we may be charged for the below activities. Where we incur these charges, we may bill those charges to you. However, we will notify you of these charges before doing the work or when you make your appointment. We will only proceed with the activity if you agree to pay these charges.

a) non-standard installations;
b) additional installations;
c) changes to installations;
d) cancelled appointments
e) missed appointments (where you are not in attendance at the Premises at the agreed appointment time);
f) repair, modification or removal of equipment;
g) invalid faults (where you report a fault with your Service, and the issue is not with NBN Equipment);
h) central splitter installations (where requested by you or required to resolve performance issues with your Service); and
i) restored orders (where you ask for an order that has been put on hold to be reinstated).

5. FIBRE TO THE HOME SERVICES

Residential Plans

Plan	Monthly Anytime Quota	Monthly Charge	[1]Speed Tier	Netphone Call Charges	[2]Total Min Charge (No lock-in contract, BYO modem)
Fibre25 Liimitless PAYG	Unlimited	$76.99	Standard (Fibre25)	Pay as you go	$155.99
Fibre50 Liimitless PAYG	Unlimited	$84.99	Standard Plus (Fibre50)	Pay as you go	$163.99
Fibre100 Liimitless PAYG	Unlimited	$99.99	Premium (Fibre100)	Pay as you go	$178.99

All Fibre to the Home Residential plans offer Netphone which requires purchase and/or use of an iiNet supplied modem.

Excess Data fees

- All Plans: Nil. Both uploads and downloads count towards the Monthly Anytime Quota.

[1]This indicates the underlying speed tier that your FTTH plan is on and represents the maximum possible speed that is available outside the busy period of 7pm-11pm. Actual speeds

may vary due to many factors which is explained on our website at **www.iinet.net.au/internet-products/fibre/ftth/**

[2]Total Minimum Charge on no lock-in contract with BYO modem is $79 Activation Fee plus one month of plan rental. Total Minimum Charge on no lock-in contract with supplied modem is $79 Activation Fee plus one month of plan rental plus $192 modem fee.

Set up fees:

- All Plans: $79.

Modem fees:

- All Plans: $192 plus $0 delivery.

New Development Charge:

- All plans: $300, charge by our supplier from 15 November 2017 for any premises that is in a New Development Location.

Other Fees:

Incorrect Callout Fee* (Two hour minimum)	$297	Incorrect Callout Fee for Fibre to the Home incurs a minimum of $297.
Fee For Service* (Per hour)	$148.50	$148.50 applies per hour, every hour after the two hour minimum for Incorrect Callout Fee. This is charged in one hour blocks.
Network Termination Device*	$159.50	Repair or replacement of the Network Termination Device incurs a $159.50 fee.
Lead-in Cable*	$72.60	Repair or replacement of the Lead-in Cable incurs a $72.60 fee.
Premises Connection Device*	$17.60	Repair or replacement of the Premises Connection Device incurs a $17.60 fee.
Power Supply Unit*	$18.70	Replacement of the Power Supply Unit Device incurs an $18.70 fee.

Fibre Cable*	$38.50	Replacement of the Fibre Cable incurs a $38.50 fee.

* If you lodge a fault on the Fibre To The Home Service and a technician has attended your Premises, and the fault is found to be caused by damage to network infrastructure (excluding damage caused by us) or where the fault is found to be within your own equipment (excluding where the fault is isolated to your wiring under which clause 6.8 of the Fibre To The Home Service Description applies) you will be required to pay an Incorrect Call-Out Fee together with any additional parts and labour (as specified above) or as agreed with the visiting technician.

6. HOSTING AND DOMAINS PRICING

Domain name registration

Domain	Minimum period	Cost per year	Minimum cost
.com.au .net.au	2 years	$22	$44
.org.au	2 years	$8.75	$17.50
.asn.au	2 years	$13.75	$27.50
.id.au	2 years	$11.25	$22.50
.com .net .org .biz .info	1 year	$30	$30
.mobi .co.nz	1 year	$75	$75
.co.uk	2 years	$37.50	$75
.com .name .asia	1 Year	$75	$75

Domain name add-ons

	Description	Cost

DNS Hosting	For domain owners looking to host their own web or mail servers. Bear in mind, customers hosting their own servers will also require a static IP address	$25 per year
Secondary DNS Hosting	A secondary DNS improves the reliability of your domain if your primary DNS become unavailable.	$25 per year
Mail relay	Mail Relay is ideal for customers hosting their mail server in-house. It provides a back up server if your mail server becomes unavailable.	$65 per year
DNS Hosting & Mail Relay	This is a combination of the DNS Hosting and Mail Relay products. Perfect for customers wanting DNS hosting and the ability to host their own mail servers. A backup mail server is also included.	$90 per year

Web Hosting

	Web Hosting 1	**Web Hosting 2**	**Web Hosting 3**
Cost	$16/month or $160/year	$19/month or $190/year	$30/month or $300/year
Server	Windows/Linux	Windows/Linux	Windows/Linux
Webspace	10GB	15GB	20GB
Number of Backups	2	2	2
MySQL Databases	2	5	10
Database space	100MB	150MB	200MB
Traffic	100GB	150GB	200GB
WordPress, Joomia	✓	✓	✓
File Manager	✓	✓	✓
Parallels Control Panel	✓	✓	✓

Excess bandwidth = $0.06 per Mb

SSL Secure Cerificates

Certificate Type	Description	Cost
QuickSSL Premium	Provides security layer to encrypt credit card details. Used on single hostname; Example www.hostname.com	$139 per year
True BusinessID	Provides security layer to encrypt credit card details business. Includes two hostnames; Example www.hostname.com and hostname.com	$199 per year
True BusinessID with Extended Validation	Provides security layer to encrypt credit card details business. Includes two hostnames; Example www.hostname.com and hostname.com	$249 per year
True BusinessID Wildcard	Provides security layer to encrypt credit card details business. Secure all hostnames on a domain; Example: .*.hostname.com	$699 per year

Email Hosting Features

Feature	Business Email	Business Pro
Webmail access	✓	✓
Email forwarders & responders	✓	✓
Mobile device support (such as iPhone)	✓	✓
Anti-spam & anti-virus included	X	✓
MAPI & ISync connectivity	X	✓
Sharing	X	✓
Backup management	X	✓

Business Pro Email

Number of email addresses	Monthly cost	Yearly cost	Monthly cost per mailbox	Storage
1	N/A	$65	N/A	1GB
5	$18.50	$185	$3.08	1GB

10	$34.50	$345	$2.87	1GB
30	$96.50	$965	$2.68	1GB

Business Standard Email

Number of email addresses	Monthly cost	Yearly cost	Storage
5	$10	$100	1GB
10	$16	$160	1GB
30	$19	$190	1GB
60	$22	$220	1GB
150	$33	$330	1GB

Email Hosting add-ons

	Description	Cost
Email Virus scanning	Scans all incoming email for viruses. Where a virus is detected you will be notified	$99/year
Email Spam Filtering	Analyses each email for 'spam probability' and quarantines the email where necessary	$49.95/year
Email protection	A bundle of Email Virus and Spam filtering	$119/year
Domain Mail Mirror	Point a different domain name to your existing email address	$35/year
Upgrade Business Pro Plus storage	Increase your storage for Business Pro Plus email address to 2GB or 5GB	From $120/year
Mail Relay	Mail Relay is great for customers hosting their mail server in-house. It provides a back up server if your mail server becomes unavailable.	$65/yr

Hosted Exchange

	Exchange 1	Exchange 2
Price	$2.95 per mailbox per month	$6.95 per mailbox per month
Email storage	3GB	25GB
Outgoing mail limit	30MB	30MB
Outlook Web Access	✓	✓
POP / IMAP support	✓	✓
Activesync and MAPI support	X	✓
Antivirus and Antispam	✓	✓
Deleted items retention	7 days	7 days
Includes Outlook licence	X	X

* Exchange 1 may also have desktop licence of Outlook included for an extra $12 per month.

Virtual Private Server (VPS)

Plan	Monthly cost	RAM	CPU	Storage	Traffic
VPS 1	$29.95	512MB	1GHz	20GB	50GB
VPS 2	$49.95	1GB	2GHz	30GB	100GB
VPS 3	$99.95	2GB	3GHz	50GB	250GB

Business Cloud

Plan	Business Cloud 1	Business Cloud 2	Business Cloud 3	Business Cloud 4
Minimum monthly charge**	$29	$59	$149	$349
Price per CPU (GHz*)	1c/GHz/hour	1.5c/GHz/hour	1.2c/GHz/hour	1c/GHz/hour

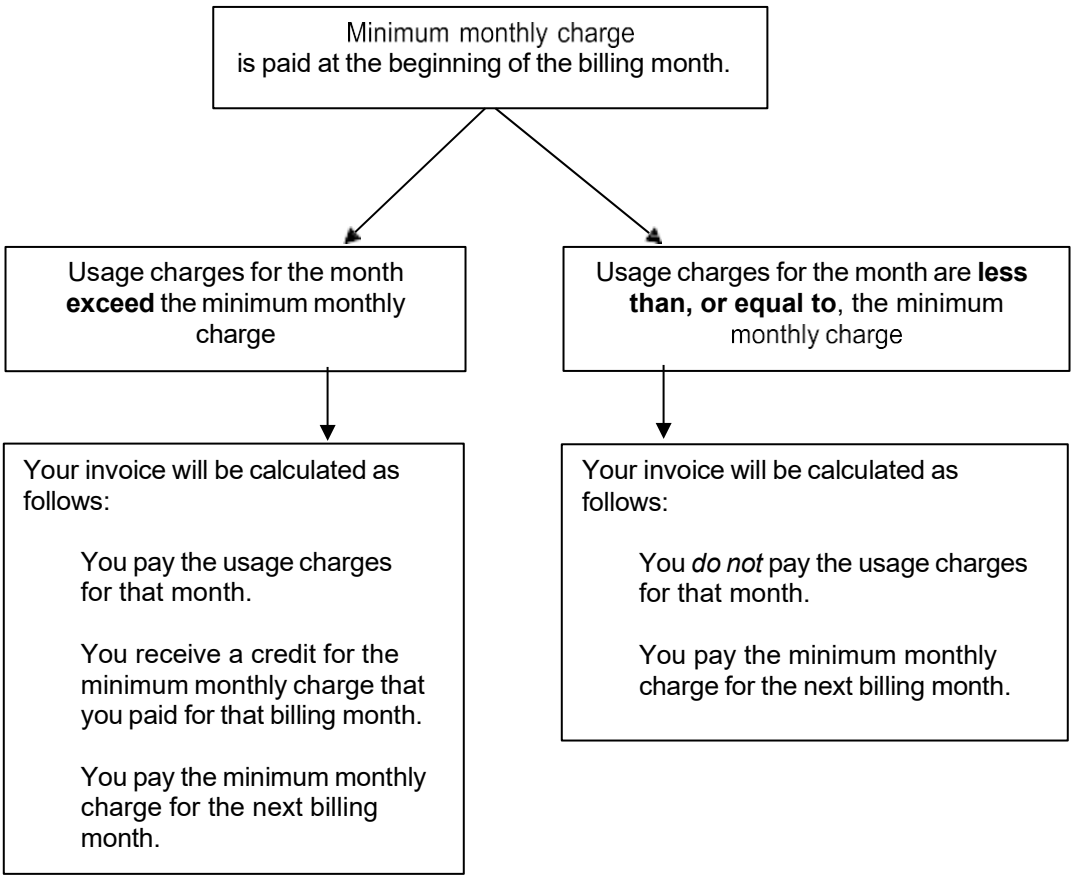
Price per RAM (GB*)	3c/GB/hour	4c/GB/hour	3.5c/GB/hour	3c/GB/hour
Maximum RAM	1GB	8GB	32GB	64GB
Maximum CPU	1GHz	4GHz	8GHz	16GHz
Maximum number of virtual machines	2	5	20	30
Maximum Storage	50GB	150GB	500GB	1000GB

Storage and Bandwidth	**Pricing**
Storage per GB*	18c
Inbound Bandwidth per GB*	12c
Outbound Bandwidth per GB*	12c

Operating Systems and External IP's	**Pricing**
Linux	free
Windows Licensing Fee (per licence/hr)	2c
External IP's (per external IP/month) *(External IP's are not included in theminimum monthly charge)*	$3.00

***** Usage charges per GHz or GB are calculated according to the percentage of GHz or GB used (e.g. if you store 0.5GB of data in a month, your storage fee for that month will be 0.5GB x 18c = 9c).

** The payment process for Business Cloud Services is set out in the diagram below. The minimum monthly charge is billed in advance at the beginning of each billing month. Usage charges (calculated in accordance with the above tables) are billed in arrears at the end of each billing month.



7. DATA PACK PRICING

Extra Capacity (GB)	Price per month
10	$10.00
20	$15.00
50	$30.00
100	$50.00
200	$80.00

8. BUSINESS GRADE HARDWARE

Modem	VoIP	Ethernet Ports	Wireless	12 Month Contract	Outright Purchase
Cisco 887 ADSL Security Router with Annex M Support	X	4	X	$66.59/month	$799.00
Cisco 887W ADSL Security Router with wireless 802.11g and AnnexM	X	4	✓		$899.00
Cisco Small Business Router SRP 527W with ADSL2+, VoIP and 802.11n	✓	4	✓	$35.75/month	$429.00
ZyXEL ADSL2+ Bonded 4 Port Router	X	4	X	$34.92/month	$419.00

SMARTnet Contract	On Contract (Per year)	
	1 Year	2 Years
SMARTnet 8x5xNBD for Cisco 887	$75.95	$151.80
SMARTnet 8x5xNBD for Cisco 887W	$88.00	$176.00

9. IPTV SERVICES

Fetch TV Options

	Set-up Costs (Mini 4K)	Set-up Costs (Generation 3 Mighty)	Price	Contract Term
Standard Subscription	$89.99	$399.99	$5.00 per month	No lock in or 24 months
Standard subscription bundled with selected internet plans*	$89.99	$399.99	$0.00 per month	24 months

*24 Month Bundle consists of the Fetch Standard Subscription discounted to $0 for the first 24 months for eligible internet plans only. After the initial 24 month period the standard $5/mth charge for the Fetch Standard Subscription will apply.

Additional Hardware & Other Fees

Description	Cost
Non Return Fee (equal to the Set Top Box Purchase Price minus the refurbishment cost)	Generation 1 Set Top Box: $309.00 Generation 2 Set Top Box: $299.00 Mini 4K Set Top Box: n/a Generation 3 (Mighty) Set Top Box : n/a
Replacement Fee & Additional Set Top Box	Generation 1 Set Top Box: $309.00 Generation 2 Set Top Box: $299.00 Mini 4K Set Top Box: $89.99 Generation 3 (Mighty) Set Top Box: $399.99
Multiroom	$10.00 per month, per Set Top Box
Remote replacement	$29.95
5-meter Ethernet cable	$9.95
iiNet Wireless Bridge Device	$119.00
PowerLine Adapter (PLA)	$59.00
Hardware Delivery Fee	$10.00* If hardware is bundled (e.g. Set Top Box + Modem) in your order, then only 1x$10 delivery fee will apply.

Break Fees

For Hired and Bundled Set Top Boxes only	Cost	
	Contracts prior to 26 February 2013	Contracts from 26 February 2013 to 21st December 2016
Less than 21 days after service activation	$110	$110
22 days to Month 6	$430	$400
Month 7 to 12	$310	$300
Month 13 to 18	$190	$200
Month 19 to 24	$60	$100

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Video On Demand Content Fee

Video on Demand Content	Cost
Standard Definition Library Title	$3.95
High Definition Library Title	$4.95
Standard Definition New Release	$5.95
High Definition New Release	$6.95
Specials	Variable pricing

Add-On Subscription Packages

Subscription Packages	Monthly Cost
Entertainment Plus Pack (Grandfathered)	$19.95
Ultimate Pack	$20.00
Kids Pack	$6.00
Vibe Pack	$6.00
Knowledge Pack	$6.00
Variety Pack	$6.00
Taj Mahal	$15.00
The Great Wall	$9.95
Tiger Pack	$19.95
Pinoy Pack	$14.95
Korean Pack	$14.95
beIN Sports	$19.99
TVB Cantonese Pack	$15.00
Italian Pack	$15.00

10. HOME WIRELESS BROADBAND SERVICES

Plan	Monthly Anytime Quota	Monthly Charge	Typical Evening Speeds[1] (7pm-11pm)	Phone[2]	Total Min Charge (No lock-in contract)[3]
Home Wireless Broadband Liimitless / Unlimited Plan	Unlimited	$59.99	15Mbps Download 1.9Mbps Upload	None	$59.99

[1] Typical Evening Speeds are subject to change and measured between 7pm and 11pm. All Home Wireless Broadband plans offer max download speed and upload speed of 20Mbps and 2Mbps, respectively. This represents the maximum possible speed that is available. Actual speeds may vary due to many factors which is explained at **www.help.iinet.net.au/factors-affecting-home-wireless-broadband-speed**.

[2] Home Wireless Broadband is a data-only broadband service. It does not include a standard phone service. Some existing customers are offered the option to convert their existing NBN Phone service to a Virtual Phone. Virtual Phone enables you to forward all incoming calls to an alternative phone number of your choosing (Standard Australian landlines/mobiles only). Making calls and other phone features are not available on Virtual Phone.

[3] Total Minimum Charge on no lock-in contract is one month of plan rental.

Excess Data fees

- Home Wireless Broadband does not have any Excess Data fees.

Set up fees:

- All Plans: $0.

Modem fees:

- All Plans: $0 plus $0 delivery. It is a requirement that customers must use the included 4G compatible modem to be able to use this service.
    (a) for refurbished modems that are issued to you under your plan, we retain full legal title to and beneficial ownership in the modem. The refurbished modem must be returned to us within 21 days of your Plan being cancelled or withdrawn using the prepaid postage service that we provide to you, or
    (b) for all other modems, including new modems that are issued to you under your Plan – if your plan is cancelled or withdrawn within 24 months of connecting, you must return the modem within 21 days of your Plan being cancelled or withdrawn. If you do not return the modem, you will be charged a modem non-return fee. This modem non- return fee covers the pro-rated cost of the iiNet Home Wireless Broadband Smart Modem Gateway. The non-return fee is calculated as $8 multiplied by month remaining in the first 24 months e.g. if you leave after 18 months you would pay $8 x 6 (the number of remaining months), a total of $48.

IINET GROUP CRA – IINET PRICING SCHEDULE
11. 5G HOME BROADBAND SERVICES

Plan	Monthly Anytime Quota	Monthly Charge	Typical evening speeds[1] (7pm-11pm)	Maximum Speeds	Phone[2]	Total Min Charge (No lock-in contract 3
5G Home Broadband Plus Plan	Unlimited	$59.99	50Mbps Download 16Mbps Upload	50Mbps Download 20Mbps Upload	None	$59.99 if you return the modem; otherwise $359.99
5G Home Broadband Premium Plan	Unlimited	$69.99	100Mbps Download 17Mbps Upload	100Mbps Download 20Mbps Upload	None	$69.99 if you return the modem; otherwise $369.99

[1] Typical evening speeds are subject to change and are measured between 7pm and 11pm. These are not guaranteed minimum speeds and you may experience slower speeds during this period and at other times.

5G Home Broadband speeds are variable due to the source of the content being downloaded, hardware and software configuration, the number of users, location of the device, data-deprioritisation, network coverage and congestion. Data-deprioritisation means that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower 5G Home Broadband speeds as a result. Your plan uses the 5G Network and the Modem will default to 4G (if available) if the 5G Network is unavailable.
See our Speed Guide at **help.iinet.net.au/factors-affecting-fixed-wireless-broadband-speed**

[2] 5G Home Broadband is a data-only broadband service. It does not include a standard phone service. Some existing customers are offered the option to convert their existing NBN Phone service to a Virtual Phone. Virtual Phone enables you to forward all incoming calls to an alternative phone number of your choosing (Standard Australian landlines/mobiles only). Making calls and other phone features are not available on Virtual Phone.

[3]Total Minimum Charge on no lock-in contract is one month of plan rental if you return the modem. If you keep the modem, the total minimum charge includes the $300 Modem fee.

Excess Data fees
- 5G Home Broadband does not have any Excess Data fees.

Set up fees:
- All Plans: $0.

Modem fees:
- All Plans: $0 for 5G Modem when you stay connected for 36 months. If you leave prior to 36 months you will be charged a modem fee of $300, unless you choose to return the modem in Good Working Order within 21 days of cancellation. $0 delivery fee applies.

12. MOBILE VOICE FEES

Plans for residential & business customers

Plan Name	Small	Medium	Large	Mega Bundle	Extra Large
Minimum monthly charge	$19.99	$24.99	$29.99	$29.99	$39.99
Monthly included data	8 GB	16 GB	40 GB	120 GB	55 GB
Monthly included value for local, standard national and mobile calls and SMS	All included	All included	All included	All included	All included
Monthly included calls for standard international calls	0 mins	0 mins	0 mins	0 mins	100 minutes (excluding select countries*)
Calls to 13/1300/1800 numbers	Included	Included	Included	Included	Included
Voicemail deposit and retrieval	Included within Australia	Included within Australia	Included within Australia	Included within Australia	Included within Australia
Directory assistance (1223)	$2 per call	$2 per call	$2 per call	$2 per call	$2 per call

Plan Name	Small	Medium	Large	Mega Bundle	Extra Large
Standard SMS within Australia	Included	Included	Included	Included	Included
International SMS	$0.50 per message	$0.50 per message	$0.50 per message	$0.50 per message	$0.50 per message
MMS within Australi	Included	Included	Included	Included	Included
International MMS	$0.75 per MMS	$0.75 per MMS	$0.75 per MMS	$0.75 per MMS	$0.75 per MMS

Excess data - downloads & upload above your monthly inclusion	$10 for extra 2GB blocks	$10 for extra 2GB blocks	$10 for extra 2GB blocks	$10 for extra 2GB blocks	$10 for extra 2GB blocks
International calls	www.iinet.net.au/mobile-internationalrates				
International calls (Flagfall)	$0.35	$0.35	$0.35	$0.35	$0.35
International cal (Billing Increment)	30 seconds	30 seconds	30 seconds	30 seconds	30 seconds
Standard National Video calls	$1 per minute + 40c flagfall	$1 per minute + 40c flagfall	$1 per minute + 40c flagfall	$1 per minute + 40c flagfall	$1 per minute + 40c flagfall
International Video Calls	$1.50 per minute + 40c flagfall	$1.50 per minute + 40c flagfall	$1.50 per minute + 40c flagfall	$1.50 per minute + 40c flagfall	$1.50 per minute + 40c flagfall
Diversions (within Australia)	Included	Included	Included	Included	Included
Premium SMS and 1900 Numbers	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported

All prices quoted are inclusive of GST. Our Fair Use Policy applies. Extra Large plan: Standard call rates apply for standard international calls beyond the first 100 minutes of your monthly usage period. Mega Bundle plan: Only available when bundled with an active Broadband Service. Mobile voice plans no longer for sale can be found in clause 22.19.

*Excluded countries are Afghanistan, Congo, Eritrea, Ethiopia, Fiji, Ghana, Guinea, Iran, Liberia, Nepal, Papua New Guinea, Samoa, Sierra Leone, Solomon Islands, Sri Lanka, Tonga, Uganda, Vanuatu, Zambia and Zimbabwe

Other Fees

Description	Price
SIM / Micro-Sim (replacement)	$10.00

13. IINET CABLE

Residential iiNet Cable Plans

Plan	Total Anytime (GB)	Price	Typical Evening Download Speed*	Typical Evening Upload Speed*	Included Calls	Total Minimum Charge (no lock-in contract)
ULTRA Cable25	Unlimited	$39.99	25Mbps#	4Mbps	Local & Standard National	$49.99 (incl. $10 delivery fee) if you return the modem; otherwise $249.99
ULTRA Cable50	Unlimited	$69.99	50Mbps	17Mbps	Local & Standard National	$79.99 (incl. $10 delivery fee) if you return the modem; otherwise $279.99
ULTRA Cable 100	Unlimited	$74.99	100Mbps	34Mbps	Local & Standard National	$84.99 (incl. $10 delivery fee) if you return the modem; otherwise $284.99
ULTRA CableMax	Unlimited	$79.99	800Mbps	40Mbps	Local & Standard National	$89.99 (incl. $10 delivery fee) if you return the modem; otherwise $289.99

***Cable Speeds:** Typical evening download speed is measured between 7pm-11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan. #Estimated typical evening speed is measured between 7pm-11pm. As this is a new plan, the speed stated here is currently based on an estimate. iiNet will revise the typical evening speed once it has collected enough data on the speed performance for these plans. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length.

Set up fees:

- Residential Plans: $0.
- A non-standard connection is subject to additional fees as arranged with the installer.

Modem fee:

- $0 for Cable WiFi Modem when you stay connected for 24 months. If you leave prior to 24 months you will be charged a modem fee of $200, unless you choose to return the modem in Good Working Order within 21 days of cancellation. $10 delivery fee applies.

Business iiNet Cable Plans

Plan	Total Anytime (GB)	Price^	Typical Business Hours Speed*	Included Calls	Total Minimum Charge (no lock-in contract)	Total Minimum Charge (24 month contract)
Cable MAX Incl LN Calls	Unlimited	$79.99	350Mbps	Local & Standard National	$249.98	$1509.75

***Cable Speeds:** Typical business hours speed indicates download speed and is measured between 7pm-11pm. Cable speeds: Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source,and line length. Cable has an upload connection speed of up to 20Mbps.

All Business Cable plans offer Netphone

Set up fees:

- Business Plans: $59.99 (24 month contract)
- Business Plans: $159.99 (no lock-in contract)
- This set up fee covers standard connections only, which consists of an aerial lead-in to the house and one outlet, unless a suitable outlet already exists at the installation address. This includes premises where an active connection is already in place, and where no previous connection is in place, or connection is inactive. A non-standard connection is subject to additional fees as arranged with the installer.

Modem fee:

- All Plans: $0 for Cable WiFi Modem + $10 delivery.

14. IINET VDSL2

Residential iiNet ULTRA VDSL2 Plans

Plan	Total Anytime (GB)	Price	Typical Evening Download Speed*	Typical Evening Upload Speed*	Included Calls	Total Minimum Charge (no lock-in contract)
ULTRA VDSL25	Unlimited	$39.99	25Mbps#	4Mbps	Local & Standard National	$49.99 (incl. $10 delivery fee) if you return the modem; otherwise $249.99
ULTRA VDSL50	Unlimited	$69.99	50Mbps	17Mbps	Local & Standard National	$79.99 (incl. $10 delivery fee) if you return the modem; otherwise $279.99
ULTRA VDSL100	Unlimited	$74.99	100Mbps	25Mbps	Local & Standard National	$84.99 (incl. $10 delivery fee) if you return the modem; otherwise $284.99
ULTRA VDSLMax	Unlimited	$79.99	500Mbps	25Mbps	Local & Standard National	$89.99 (incl. $10 delivery fee) if you return the modem; otherwise $289.99

***VDSL2 Speeds:** Typical evening download speed is measured between 7pm-11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan. #Estimated typical evening speed is measured between 7pm-11pm. As this is a new plan, the speed stated here is currently based on an estimate. iiNet will revise the typical evening speed once it has collected enough data on the speed performance for these plans. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length.

Set up fees:

- Residential Plans: $0
- Non-standard connections will be subject to additional fees as arrange with the installer. A non-standard connection consists of an underground connection from the pole to the house, and one or two outlets depending on services selected, which requires a site inspection.

Modem fees:

- $0 for VDSL WiFi Modem when you stay connected for 24 months. If you leave prior to 24 months you will be charged a modem fee of $200, unless you choose to return the modem in Good Working Order within 21 days of cancellation. $10 delivery fee applies.

Business iiNet VDSL2 Plans

Plan	Total Anytime (GB)	Price	Typical Business Hours Speed* (9am – 5pm)	Included Calls	Shaped Speed
VDSL2 Business 1	1000	$89.99	83.6Mbps	Local & Standard National	20Mbps/20 Mbps
VDSL2 Business 2	1000	$99.99	83.6Mbps	Local, Standard National & Australian Mobile	20Mbps/20 Mbps

***VDSL2 Speeds:** Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Typical business hours speed indicates download speeds and is measured between 9am-5pm, Monday to Friday. Upload connection speed of up to 20Mbps

Set up fees:

- Business Plans (no lock in contract): $159.99
- Business Plans (24 month contract): $59.99
- This covers standard connections only, which consists of an overhead cable from the pole to the house and one or two outlets depending on services selected, unless such outlets already exist at the installation address. This includes premises where an active connection is already in place, and where no previous connection is in place, or connection is inactive. A non-standard connection consists of an underground connection from the pole to the house, and one or two outlets depending on services selected, which requires a site inspection and is subject to additional fees as arranged with the installer.

Modem fee:

- Business Plans (no lock in contract): $89 plus $10 delivery.
- Business Plans (24 month contract): $0 plus $10 delivery.

15. IINET FTTB

Residential iiNet FTTB Plans

Plan	Total Anytime (GB)	Price	Typical Evening Download Speed*	Typical Evening Upload Speed*	Included Calls	Total Minimum Charge (no lock-in contract)
FTTB25	Unlimited	$39.99	25Mbps#	4Mbps#	Pay as you go	$49.99 (incl. $10 delivery fee) if you return the modem; otherwise $249.99
FTTB50	Unlimited	$69.99	50Mbps	17Mbps	Pay as you go	$79.99 (incl. $10 delivery fee) if you return the modem; otherwise $279.99
FTTB100	Unlimited	$74.99	100Mbps	25Mbps	Pay as you go	$84.99 (incl. $10 delivery fee) if you return the modem; otherwise $284.99
FTTBMax	Unlimited	$79.99	700Mbps	25Mbps	Pay as you go	$89.99 (incl. $10 delivery fee) if you return the modem; otherwise $289.99

***FTTB Speeds:** Typical evening download speed is measured between 7pm-11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan. #Estimated typical evening speed is measured between 7pm-11pm. As this is a new plan, the speed stated here is currently based on an estimate. iiNet will revise the typical evening speed once it has collected enough data on the speed performance for these plans. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length.

Set up fees:

- Residential Plans: $0.
- Non-standard connections will be subject to additional fees as arrange with the installer. A non-standard connection consists of an underground connection from the pole to the house, and one or two outlets depending on services selected, which requires a site inspection.

Modem fees:

- $0 for FTTB WiFi Modem when you stay connected for 24 months. If you leave prior to 24 months you will be charged a modem fee of $200, unless you choose to return the modem in Good Working Order within 21 days of cancellation. $10 delivery fee applies.

Other Fees

Incorrect Callout Fee	$89	Incorrect Callout Fee applies if you request an FTTB technician to attend your premises to fix a fault, but no fault is found or the fault is beyond the Network Boundary Point.
Changed, cancelled or missed appointment	$89	If you request to reschedule or cancel your installation appointment less than three Business Days prior to the appointment date or you miss your scheduled appointment.

16. HOSTED LYNC

Hosted Lync Service Fees

Service	Applicable Fee
Lync 1	$1.95/month
Lync 2	$7.95/month
Lync 3	$19.95/month

Hosted Lync Deskphone

Deskphone	Applicable Fee
WX 310	$10/month
WX 500	$20/month
WX 600	$30/month

Hosted Lync Call Rates

Call type	Applicable Fee
Calls to mobile	15c/minute
International calls	from 5c/minute (charges vary per Country, see Website for details)
13/1300 calls	30c untimed

HOSTED LYNC DESKPHONES

Hosted Lync Deskphones can only be purchased on a 24 month repayment plan.

If you have purchased a Lync Deskphone from us to use in connection with the Hosted Lync Service and you cancel your service within 24 months, we will bill you in your next invoice the total of all remaining repayments for the 24 month repayment plan.

17. BUSINESS SUPPORT FEES

Service	Applicable Fee
On-site installation	$165 (including GST). Depending on location, additional charges for travelling time may apply. any such charges will be notified to you prior to us accepting your request for the on-site DSL installation.
On site IT support	$199 per hour (GST inclusive) charged at $49.75 (GST inclusive) per 15 minutes. Depending on location, additional charges for travelling time may apply. Any such charges will be notified to you prior to us accepting your request for on-site IT Support.
Managed Services	Charges are as per Managed Services Agreement

18. MISCELLANEOUS FEES

Handling Fee

Refunds are provided via credit card. If a refund is required via a means other than credit card, a handling fee of $10 may be charged.

Printed Invoices

Printed invoices are charged at $1.49 per invoice per month.

Complaint Administration Fee

Complaints lodged more than 2 years after a dispute arises may incur a $25 administrative fee to cover the cost of retrieving and investigating archived data. This fee will be refunded if the dispute is resolved in your favour.

Incorrect Call-Out Fee

If we attend your premises to repair a telecommunications Fault reported by you, but we determine that there is no Fault or the Fault is caused by Your Equipment, we may charge you an incorrect call-out fee of $135 for attendance; for attendance longer than 15 minutes, the fee will be $135 plus $40 per 15 minutes there-after, charged in 15-minute blocks. This fee may be higher for call-outs outside of Business Hours. Other fees in this Pricing Schedule may also apply.

Telecommunications Outlet Replacement/Repair

If we attend your premises to connect or to repair a telecommunications service, but we determine that your Telecommunications Outlet need to be repaired or replaced to provide you with a working service, we may charge you a fee to do so. The fee will be a minimum of $20 and may vary depending on the works required. The fee will be agreed with you by the technician prior to works being performed. Other fees in this Pricing Schedule may also apply

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Decline Fee

We do not currently charge customers a fee if a direct debit payment is declined or a cheque is dishonoured. However, in future we reserve the right to pass on any such charges imposed by our bank. If we do introduce a Decline Fee, we will update our Pricing Schedule with the amount of the charge in accordance with clause 1.6 of the General Terms. Please refer to the most recent version of this Pricing Schedule, available on our website.

Restocking fee

If you purchase the wrong equipment and we agree to exchange it for you, we will charge you a $40.00 fee to cover our costs.

19. EQUIPMENT

Hardware and Software

Modem Purchase with a Residential Plan

Residential Product	[1]Modem Purchase Cost
5G Home Broadband [4]	$300 on a 36-month device period or $396 outright
NBN Fibre [4], NBN Satellite, NBN Fixed Wireless	$200 on a 24-month device period or $240 outright
Fibre to the Home	$192
VDSL2, Cable and iiNet FTTB[2]	$200 on a 24-month device period or $240 outright
Home Wireless[3] and NBN Seniors Card plan.	-

WiFi Modem model is subject to change.

[1]$10 modem delivery fee applies except for Home Wireless, 5G Home Broadband and Fibre to the Home where the modem delivery fee is $0.

[2]For Ultra VDSL2, Ultra Cable and Ultra FTTB, you will be charged a modem fee of $200 if you cancel your service within the first 24 months, unless you choose to return your modem in Good Working Order within 21 days of cancellation.

[3]For Home Wireless a Non-return fee may apply if you cancel your service within the first 24 months.

[4]For 5G Home Broadband, a modem fee of $300 will apply if you cancel your service within the first 36 months, unless you choose to return your modem in Good Working Order within 21 days of cancellation.

[5]For NBN Fibre and NBN Wireless, you will be charged a modem fee of $200 if you cancel your service within the first 24 months, unless you choose to return your modem in Good Working Order within 21 days of cancellation.

Purchase Outright or with Business Plan

Hardware	Contract	
	None/ 12 months	24 months
TP-Link TD-W9970	$59.95	$0
TP-Link VR1600v	$99.95	$0
TP-Link VX420-G2v	$114.95	$0
PowerLine Adapter	$59	-

Technicolor TG789vac V3	$89	$0
Kaon CG2200	$129.95	$0
Kaon CG3000	$129.95	-
Gigaset A220 Handset	$79	

The cost of Hardware purchased during the application process is deducted from the bank account or credit card supplied in the application. You will be invoiced for Hardware fees either when you purchase Hardware or when Hardware is shipped.

Modem delivery fee: $10 delivery fee applies to all Modems unless otherwise stated.

20. CONTRACT BREAK FEES AND NON-RETURN FEES

6 Month Contracts

Product	Contract	Type	Cancellation within(months)
			–6 months
Residential NBN Fibre, NBN Wireless	Contracts from 4 September 2019 onwards to 19 March 2025	Contract Break Fee	$40
iiNet FTTB	Contracts from 4 September 2019 onwards	Contract Break Fee	$99.95

12 to 36 Month Contracts

Product	Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
ADSL2+	iiNetwork	$300	$225	$150	$100
ADSL2+ Off-Net	Telstra network	$300	$225	$150	$100
Naked DSL	iiNetwork	$300	$225	$150	$100
Business ADSL2+ Bundles	iiNetwork	$300	$225	$150	$100

IINET GROUP CRA – IINET PRICING SCHEDULE

Product	Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
Business ADSL2+ Off-Net	Telstra network	$202	$135	$104	$72
	Telstra network (bundled)	$243	$163	$127	$94

Product	Type	Tenure (Days)	Cancellation within (months)			
		<21	<6	7 to 12	13 – 18	19 -24
IPTV iiNet TV with Fetch/Adam TV with Fetch	Contracts prior to 26 February 2013	$110	$430	$310	$190	$60
	Contracts from 26 February 2013 onwards	$110	$400	$300	$200	$100

Product	Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
Contract Renewals	iiNetwork	$152	$117	$96	$83
	Telstra Network	$93	$76	$69	$68

Product	Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
Residential Cable	Contract Break Fee	$200	$150	$100	$80
Business Cable	Contract Break Fee	$250	$150	$100	$50

Product	Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
VDSL2	Contract Break Fee	$300	$225	$150	$100

Product	Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
iiNet FTTB	Contract Break Fee	$300	$225	$150	$100

Product	Type	Months remaining on contract		
		0 to 12	13 to 24	25 to 36
WIMAX	Contract Break Fee	$250	$450	$600

Product	Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
Business Voice Basic	Contract Break Fee	$265	$211	$131	$43
Business Voice Standard	Contract Break Fee	$313	$245	$151	$49
Business Voice Manager	Contract Break Fee	$421	$321	$195	$62
Business Voice Reception	Contract Break Fee	$553	$415	$250	$78

BUDII®					
Type	Product	Cancellation within (months)			
		<6	7-12	13-18	19-24
Contract Break Fees (Purchase or Rental with 24 month minimum contract period)	Budii® Device + Handset	$200	$150	$100	$50
	Budii® Device	$200	$150	$100	$50
	Budii Lite® Device	$200	$150	$100	$50

Non-return fees	Budii® Device	$259.05
	Handset	$99.95
	Budii® Device + Handset	$359
	Budii Lite® Device	$139

Product	Fee Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
Cisco 867VAE Wireless Router	Break Fee	$300	$225	$150	$100

Product	Fee Type	Cancellation within (months)			
		<6	7 to 12	13 – 18	19 -24
NBN Seniors Card Plan	Break Fee	$300	$225	$150	$100
Fixed Wireless Seniors Card Plan	Break Fee	$300	$225	$150	$100

Product	Contract	Type	Cancellation within (months)			
			0 - 6	7 - 12	13 - 18	19 - 24
NBN Fibre Residential Plans (24 month contract)	Contracts from 22 July 2016 onwards	Contract Break Fee	$300	$225	$150	$100
NBN Fixed Wireless Plans (24 Month contract)	Contracts from 26 October 2016 onwards	Contract Break Fee	$300	$225	$150	$100
NBN Long Term Satellite Service plans	Contracts from 4 October 2016 to 4 September 2019	Contract Break Fee	$300	$225	$150	$100
NBN Business Fibre Plans	Contracts from 30 August 2016 onwards	Contract Break Fee	$300	$225	$150	$100

Product	Fee type	Tenure (months)			
		0 - 6	7 - 12	13 - 18	19 - 24
National WiFi Hotspot	Break Fee	$850	$650	$350	$100

Product	Fee Type	Tenure (months)			
		<6	7 to 12	13 – 18	19 -24
Huawei HG532	Non-return Fee	$99.95			

No lock-in Contracts

Product	Fee Type	Calculation
Home Wireless Smart Modem Gateway	Non-return Fee	The non-return fee is calculated as $8 multiplied by months remaining in the first 24 months. For example, if you leave after 18 months you would pay $8 x 6 (the number of remaining months), a total of $48.

21. HARDWARE NON-RETURN FEES

21.1 If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to return the modem to us in good working order within 21 days of withdrawing your order. Otherwise, a modem fee may apply.

21.2 If you cancel your service after it has been activated, any applicable modem payment fees will apply in accordance with the terms and conditions of your chosen service.

21.3 If you do not return the modem within 21 days of your order being withdrawn or cancellation of your service, then:

(a) for refurbished modems that are issued to you under your plan, we retain full legal title to and beneficial ownership in the modem which must be returned to us using the prepaid postage service that we provide to you, or

(b) for all other modems, including new and remanufactured modems, you may be charged a modem non-return fee or modem fee in accordance with the terms and conditions of your service.

22. FETCH FEES

22.1 If you have selected a Fetch add-on with this plan and would like to withdraw your order

from us or remove your Fetch subscription, your Fetch setup fees will be credited back to your account, provided that:

(a) your service has not yet been activated; and

(b) the Fetch Set Top box supplied to you is returned to us in good working order within 21 days of withdrawing your order or removing your Fetch subscription.

22.2 If you cancel your Fetch subscription after your Fetch service has been activated, any applicable Fetch payment fees are non-refundable

22.3 Delivery fees are not refundable.

23. LEGACY SERVICES AND PLANS

We retire services and plans from time to time. On the day a service or plan is retired (Retirement Date), it becomes a Legacy Service and is no longer offered to new customers. Legacy Services are only available to existing customers who continue to acquire it after the Retirement Date. If the Legacy Service offered any bundling discounts and/or benefits, all such offers end on Retirement Date. We may continue to apply such discount or benefit to the plans or services that were (1) eligible for the discount or benefit before Retirement Date, and (2) continue to be acquired by an existing customer of the relevant Legacy Service after the Retirement Date. In this section you will find pricing terms that apply to Legacy Services.

23.1 Combo Bundle (retired)

Minimum standards table	Broadband2+ Combos			bos
	Mobile Voice	iiNet TV with Fetch	Mobile Voice	iiNet TV with Fetch
Broadband	ADSL2+ Home-2*	ADSL2+ Home-2*	ADSL1 Home-2 Turbo*	ADSL1 Home-2 Turbo*
PSTN	Phone 3 Residential	Phone 3 Residential	Phone 3 Residential	Phone 3 Residential
Mobile Voice	Mobile Voice 1*	None	Mobile Voice 1*	None
iiNet TV with Fetch	None	iiNet TV with Fetch*	None	iiNet TV with Fetch*
Hardware	BoB2 Rental (or Wireless Bridge)	BoB2 Rental (or Wireless Bridge)	BoB2 Rental (or Wireless Bridge)	BoB2 Rental (or Wireless Bridge)
Bundle price	**Minimum $99**	**Minimum $99**	**Minimum $99**	**Minimum $99**

*Outlines the entry level plan available – other plans can be included in the Combo, at a higher price.

Combo Retail Value and Discounts:

	Combo+Wireless Bridge	Combo+BoB2 Rental
RRP	$119.85/month+$119 up front	$129.80/month
Set Combo discount	$20.85/month+$119 up front	$30.80/month
Combo Price	$99 + plan upgrade difference	$99 + plan upgrade difference

Additional Fees applicable to Combo Bundle Services:

Fee	Description	Cost
Broadband Setup	The setup fee for any Broadband Service provisioned within a Combo (usually $79.95) is waived.	$0
Phone Setup	The setup fee for the Phone 3 Residential service provisioned within a Combo remains the same as any Phone Service not provisioned within a Combo.	$59-$299

Applicable break fees

Broadband

Contract Break Fees	Contract tenure			
	<6	7 - 12 months	13 - 18 months	19 - 24 months
ADSL2+ Combo	$215	$134	$98	$65
ADSL1 Combo	$243	$163	$127	$94

Fetch TV (if chosen as part of a Combo);

For Hired Set		Contract Tenure

Top Boxes Only *(Cancellation Return Fee)*	< 21 days after service activation	22 Days – Month 6	7 – 12 months	13 – 18 months	19 – 24 months
Contracts prior to 26 February 2013	$110	$430	$310	$190	$60
Contracts from 26 February 2013 onwards	$110	$400	$300	$200	$100

BoB2 Rental (if chosen as part of a Combo);

Contract Break Fees	**within 6 months**	**7 – 24 months**
Cancellation with returned BoB2	$150	$75
Cancellation without returning BoB2	$279	$125

Purchasing a Wireless Bridge as a part of the Combo Bundle will incur an up-front fee of $119 which will be credited back upon application of the Combo Bundle Discount. The Combo Bundle Discount will be applied once all constituent services of the Combo Bundle have been activated.

Purchasing a Mobile Voice Service will incur a once-off SIM charge of $25.

23.2 Bonded DSL (retired)

Item	**Cost**
Monthly Cost	$99.00 per month
Setup Fee – Naked Services	$150.00
Setup Fee – Broadband2+ services	$79.95
Zyxel ADSL2+ Bonded 4-port Router	See Business Grade Hardware section

23.3 Residential Home Phone (retired)

Phone 2 Full Phone Service	Monthly fee	Call Costs
Line Rental	$31.95	
Local Calls		17c per call
National Long Distance Rate		15c per minute, $1.98 limit for the first 2 hours of each call, 44c flagfall
Calls to Mobiles		33c per minute, $1.98 limit for the first 10 minutes of each call, 44c flagfall
Top International Countries		15c per minute, $1.98 limit for the first 30 minutes of

Phone 2 Full Phone Service	Monthly fee	Call Costs
		each call to Top 10 Countries, 44c flagfall
13 & 1300 Calls		35c per call

Phone 3 Full Phone Service	Monthly fee	Call Costs
Phone 3 Residential monthly line rental	$49.95	-
Phone 3 Residential local calls		$0.00/call* Acceptable Use Policy applies
Home to mobile calls	-	$2.48 for up to 20 minutes 37c/min variable rate 44c flagfall
13, 1300 calls	-	$0.40 per call
National Calls	-	$0.00/call* Acceptable Use Policy applies
International Calls	-	$1.98 for up to 30 minutes for 20 countries 17c variable rate 44c flagfall for other countries charges will vary see our Website.

1414 Override Calls	-	Not recommended. Charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	NA	Charges will vary based on service used and call duration.

Home Phone Optional Services	Fee for Services	Additional Charges
Silent Number	$2.93	-

23.4 Westnet Satellite Broadband (grandfathered)

12 Month Contract				
Plans	**Unbundled Monthly usage quota****	**Bundled Monthly usage quota****	**Cost per month**	**Excess usage charge**
Satellite Everyday - Option 1	500MB peak 1GB off peak*	500MB peak 3GB off peak*	$19.95/mo	5 cents per MB
Satellite Everyday - Option 2	1GB peak 2GB off peak*	1GB peak 4GB off peak*	$29.95/mo	5 cents per MB
Satellite Everyday - Option 3	1GB peak 3GB off peak*	1GB peak 5GB off peak*	$34.95/mo	N/A - Shaped to 64 kbps
Satellite Everyday - Option 4	3GB peak 6GB off peak*	3GB peak 8GB off peak*	$49.95/mo	5 cents per MB
Satellite Active - Option 1	1GB peak 1GB off peak*	1GB peak 3GB off peak*	$39.95/mo	5 cents per MB
Satellite Active - Option 2	1GB peak 3GB off peak*	1GB peak 5GB off peak*	$44.95/mo	N/A - Shaped to 64kbps
Satellite Active - Option 3	3GB peak 6GB off peak*	3GB peak 8GB off peak*	$59.95/mo	5 cents per MB

***** Off-peak period is 11pm-8am

**Both uploads and downloads count towards your usage

Break Fees: $10 x [months **remaining** in contract term]

23.5 BoB™ Rental Services

BoB™

Monthly Fee	**$9.95**
Early return of BoB fee: a) within first 6 months b) after month 6	 $200 $100
Replacement of BoB due to theft (subject to a Police report & Statutory Declaration)	$269
if you cancel your service but do not return BoB within first 6 months	$369

if you cancel your service but do not return BoB after the first 6 months	$150
if you have been sent a replacement BoB due to a fault but do not return the faulty BoB within 14 days	$269

BoB2™

Monthly Fee	**$9.95**
Early return of BoB2™ fee: a) within first 6 months b) after month 6	 $150 $75
Replacement of BoB2™ due to theft (subject to a Police report & Statutory Declaration)	$199
if you cancel your service but do not return BoB2™ within first 6 months	$279
if you cancel your service but do not return BoB2™ after the first 6 months	$125
if you have been sent a replacement BoB2™ due to a fault but do not return the faulty BoB2™ within 14 days	$199
if you cancel your rental after the contract has expired but do not return the BoB2™ within 14 days (applies from 26/09/2011)	$65

BoB™ or BoB2™ rentals are only available on a 24 month contract term.
Limited to one BoB™ or BoB2™ rental product per Broadband product.
The BoB™ or BoB2™ rental product can survive the associated Broadband product with which it is bundled. You can continue to 'rent' BoB™ or BoB2™ after your iiNet Broadband contract term has expired

Product	**Type**	**Tenure (months)**			
		<6	**7 to 12**	**13 – 18**	**19 -24**
BoB rental contract	Cancellation Return Fee	$200	$100	$100	$100
	Cancellation non Return Fee	$369	$150	$150	$150
BoB2 rental contract	Cancellation Return Fee	$150	$75	$75	$75
	Cancellation non Return Fee	$279	$125	$125	$125

23.6 ADSL Services

Broadband1 Unbundled (ADSL1)

Plan	Peak (GB)	Off-Peak(GB)	Total	Price	Speed*	Off-Peak times	Shaped Speed
Home-1	10	10	20	$49.95	1500k/256k	2am–8am	256/128k
Home-1 Turbo	20 (anytime)		20	$59.95	Up to 256/ 20/1Mbps	N/A	128k

Broadband1 Bundled (ADSL1)

Plan	Peak (GB)	Off-Peak (GB)	Total	Price	Speed*	Off-Peak times	Shaped Speed
Home-1	20	20	40	$29.95	1500k/256k	2am–8am	256/128k
Home-1 Turbo	40 (anytime)		40	$39.95	Up to 256/ 20/1Mbps	N/A	128k

23.7 NBN Fibre (FTTP, FTTB, FTTN and/or HFC) Service Residential Plans (Grandfathered)

Plan	Monthly Anytime Quota	Monthly Charge	[1]Speed Tier	[2]NBN Phone Call Charges	[3]Total Min Charge (No lock-in contract)	[3]Total Min Charge (6 month contract)
NBN12 500	500GB	$59.99	Basic (NBN12)	Pay as you go	$261.99	N/A

Plan	Monthly Anytime Quota	Monthly Charge	[1]Speed Tier	[2]NBN Phone Call Charges	[3]Total Min Charge (No lock-in contract)	[3]Total Min Charge (6 month contract)
[5]NBN250/ NBN Superfast Liimitless/ Unlimited	Unlimited	$134.99	Premium (NBN250/ Superfast)	N/A	$134.99	N/A
[5]NBN Ultrafast Liimitless/ Unlimited	Unlimited	$154.99	Premium (NBN Ultrafast/ Ultrafast)	N/A	$154.99	N/A
[6]NBN100 Fast Unlimited (Westnet)	Unlimited	$99.99	Premium (NBN100)	Pay as you go	$301.99	N/A
[6]NBN100 Unlimited (Westnet)	Unlimited	$109.99	Premium (NBN100)	Pay as you go	$109.99	N/A

Plan	Monthly Anytime Quota	Monthly Charge	[1]Download Speeds	[2]Netphone Call Charges	[3]Total Min Charge (No lock-in contract) FTTP, FTTB, FTTN	[3]Total Min Charge (No lock-in contract) HFC only	[3]Total Min Charge (24 month contract)
NBN Liimitless/ Unlimited Boost Incl LN Calls	Unlimited	$79.99	Between 8Mbps and 25Mbps	Includes calls to Local & Standard National	$159.94	$258.94	$1,929.76
NBN Liimitless/ Unlimited Boost Incl LNM Calls	Unlimited	$89.99	Between 8Mbps and 25Mbps	Includes calls to Local, Standard National & Australian mobiles	$169.94	$268.94	$2,169.76

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Monthly Anytime Quota	Monthly Charge	[1]Speed	[2]Netphone Call Charges	[3]Total Min Charge (No lock-in contract) FTTP, FTTB, FTTN	[3]Total Min Charge (No lock-in contract) HFC only	[3]Total Min Charge (24 month contract)
NBN 250 Basic	250GB	$59.99	Between 5Mbps	Pay as you go	$139.94	$238.94	$1,449.76

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Monthly Anytime Quota	Monthly Charge	[1]Speed	[2]Netphone Call Charges	[3]Total Min Charge (No lock-in contract) FTTP, FTTB, FTTN	[3]Total Min Charge (No lock-in contract) HFC only	[3]Total Min Charge (24 month contract)
			and 12Mbps				

Plan	Total GB	Price	Speed*	#Included Calls	Shaped Speed
NBN 1 (Basic)	200 ^(100+100)	$59.90	Up to 12/1Mbps	No	256/256Kbps
NBN 1.5 (Boost)	200	$69.99	Up to 25/5Mbps	Local & Standard National	256/256Kbps
NBN 2 (Boost)	1000	$79.99	Up to 25/5Mbps	Local & Standard National	8/1Mbps
NBN 3 (Boost)	1000	$89.99	Up to 25/5Mbps	Local, Standard National & Australian mobiles	8/1Mbps
NBN 3.5 (MAX)	1000	$99.99	Up to 100/40Mbps	No	8/1Mbps
NBN 4 (MAX)	1000	$109.99	Up to 100/40Mbps	Local & Standard National	8/1Mbps
NBN 5 (MAX)	1000	$119.99	Up to 100/40Mbps	Local, Standard National & Australian mobiles	8/1Mbps

^This indicates peak and off peak quota. Peak times are between 08:00am and 02:00am. Off Peak times are between 02:00am and 08:00am.

Plan	Monthly Anytime Quota	Monthly Charge	[1]Speed	[2]Netphone Call Charges	[3]Total Min Charge (No lock-in contract) FTTP, FTTB, FTTN	[3]Total Min Charge (No lock-in contract) HFC only	[3]Total Min Charge (24 month contract)
NBN 250 Basic	250GB	$59.99	Between 5Mbps and 12Mbps	Pay as you go	$139.94	$238.94	$1,449.76

Price per month	Speed*	Total Anytime (GB)	Shaping
$59.90	12 / 1	50	256 / 256
$69.90		250	256 / 256
$89.90		500	256 / 256
$99.90		1000	256 / 256
$64.90	25 / 5	50	256 / 256
$74.90		250	256 / 256
$94.90		500	256 / 256
$104.90		1000	256 / 256
$74.90	50 / 20	50	256 / 256
$84.90		250	256 / 256
$104.90		500	256 / 256
$114.90		1000	256 / 256
$79.90	100 / 40	50	256 / 256
$89.90		250	256 / 256
$109.90		500	256 / 256
$119.90		1000	256 / 256

All NBN Fibre Service Residential Plans include Netphone

Price per month	Speed*	Quota (GB) Peak/Off-Peak	Shaping	Peak	Off Peak
$49.95	12 / 1	20 / 20	256 / 256	8 am - 2 am	2 am - 8 am
$59.95		100 / 100	256 / 256	8 am - 2 am	2 am - 8 am
$79.95		500 / 500	256 / 256	8 am - 2 am	2 am - 8 am
$54.95	25 / 5	20 / 20	256 / 256	8 am - 2 am	2 am - 8 am
$64.95		100 / 100	256 / 256	8 am - 2 am	2 am - 8 am
$84.95		500 / 500	256 / 256	8 am - 2 am	2 am - 8 am
$64.95		20 / 20	256 / 256	8 am - 2 am	2 am - 8 am

$74.95 $94.95	50 / 20	100 / 100 500 / 500	256 / 256 256 / 256	8 am - 2 am 8 am - 2 am	2 am - 8 am 2 am - 8 am
$69.95 $79.95 $99.95	100 / 40	20 / 20 100 / 100 500 / 500	256 / 256 256 / 256 256 / 256	8 am - 2 am 8 am - 2 am 8 am - 2 am	2 am - 8 am 2 am - 8 am 2 am - 8 am

23.8 NBN Fixed Wireless Plans (Grandfathered)

Plan	Monthly Anytime Quota	Monthly Charge	[1]Speed	[2]Netphone Call Charges	Total Min Charge (No lock-in contract)	Total Min Charge (24 month contract)
NBN 250 Basic	250GB	$59.99	Between 5Mbps and 12Mbps	Pay as you go	$139.94	$1,439.76

Price per month	Speed*	Total Anytime (GB)	Shaping
$59.90 $69.90	12 / 1	50 250	256k / 256k 256k / 256k
$64.90 $74.90	25 / 5	50 250	256k / 256k 256k / 256k

All NBN Fixed Wireless Plans include Netphone.

NBN Fixed wireless (unbundled)

Plan	Peak Quota (GB)	Off-Peak Quota (GB)	Total Quota	Price per month	Speed*	Off-Peak Times	Shaped Speed
NBN -1	20	20	40	$49.95	12/1Mbps	2am - 8am	256/256kbps
NBN-2	100	100	200	$59.95	12/1 Mbps	2am - 8am	256/256kbps
NBN-3	20	20	40	$54.95	25/5 Mbps	2am - 8am	256/256kbps
NBN-4	100	100	200	$64.95	25/5 Mbps	2am - 8am	256/256kbps

NBN Fixed wireless (bundled)

Plan	Peak Quota (GB)	Off-Peak Quota (GB)	Total Quota	Price	Speed*	Off-Peak Times	Shaped Speed
NBN -1	20	20	40	$39.95	12/1Mbps	2am - 8am	256/256kbps
NBN-2	100	100	200	$49.95	12/1 Mbps	2am - 8am	256/256kbps
NBN-3	20	20	40	$44.95	25/5 Mbps	2am - 8am	256/256kbps
NBN-4	100	100	200	$54.95	25/5 Mbps	2am - 8am	256/256kbps

23.9 NBN Long Term Satellite Service Plans (Grandfathered)

Plan	^Monthly Included Peak Quota	^Monthly Included Off-Peak Quota	Monthly Charge	*Download Speeds	Total Min Charge (No lock-in contract)
*NBN12 Satellite 150	30GB	120GB	$39.99	Between 5Mbps and 12Mbps	$39.99
NBN25 Satellite 150	30GB	120GB	$44.99	Between 5Mbps and 25Mbps	$44.99
*NBN12 Satellite 200	45GB	155GB	$49.99	Between 5Mbps and 12Mbps	$49.99

Plan	^Monthly Included Peak Quota	^Monthly Included Off-Peak Quota	Monthly Charge	*Download Speeds	Total Min Charge (No lock-in contract)
NBN25 Satellite 200	45GB	155GB	$54.99	Between 5Mbps and 25Mbps	$54.99
*NBN12 Satellite 250	60GB	190GB	$59.99	Between 5Mbps and 12Mbps	$59.99
NBN25 Satellite 250	60GB	190GB	$64.99	Between 5Mbps and 25Mbps	$64.99

***NBN12 plans** are only available in some circumstances. If NBN12 plans are unavailable from our website or as advised to you by an iiNet Group representative when you apply for an NBN Satellite service you will need to select a suitable NBN25 plan.

Excess Data fees

- All Plans: Nil. Both uploads and downloads count towards the Monthly Anytime Quota. Shaped to 128/128kbps for the period in which the quota has been exceeded.

* This indicates the underlying speed tier that your NBN plan is on and represents the maximum possible speed that is available outside the busy period of 7pm-11pm. Actual speedsmay vary due to many factors which is explained here
^Peak Data usage times are 7am to 1am. Off-peak Data usage times are 1am to 7am.

Set up fees:

- All Plans: $0.

Modem fees:

- All Plans: $59.95 plus $10 delivery.

New Development Charge:

- All plans: $300, charge by NBN from 1 April 2016 for any premises that is in a New Development Location.

23.10 Fibre to the Home Services (Grandfathered)

Residential Plans	Speed (Down/Up)	On Peak Quota	Off Peak Quota	Total Quota	Cost
Fibre 1 (12/1)	12/1Mbps	20 GB	20 GB	40 GB	$49.95
Fibre 1 (25/5)	25/5 Mbps	20 GB	20 GB	40 GB	$54.95
Fibre 1 (50/20)	50/20 Mbps	20 GB	20 GB	40 GB	$64.95
Fibre 1 (100/40)	100/40 Mbps	20GB	20 GB	40GB	$69.95
Fibre 2 (12/1)	12/1 Mbps	100 GB	100 GB	200 GB	$59.95
Fibre 2 (25/5)	25/5 Mbps	100 GB	100 GB	200 GB	$64.95
Fibre 2 (50/20)	50/20 Mbps	100 GB	100 GB	200 GB	$74.95
Fibre 2 (100/40)	100/40 Mbps	100 GB	100 GB	200 GB	$79.95
Fibre 3 (12/1)	12/1 Mbps	500 GB	500 GB	1000 GB	$79.95
Fibre 3 (25/5)	25/5 Mbps	500 GB	500 GB	1000 GB	$84.95
Fibre 3 (50/20)	50/20 Mbps	500 GB	500 GB	1000 GB	$94.95
Fibre 3 (100/40)	100/40 Mbps	500 GB	500 GB	1000 GB	$99.95

Price per month	Speed*	Total Anytime (GB)	Shaping
$74.90	50 / 20	50	256 / 256
$84.90		250	256 / 256
$104.90		500	256 / 256
$114.90		1000	256 / 256

23.11 Residential iiNet Cable (HFC) Plans (Grandfathered)

Price per month	Speed*	Quota (GB) Peak/Off-Peak	Shaping	Peak	Off Peak
$49.95	12 / 1 Mbps	20 / 20	256 / 256	8 am - 2 am	2 am - 8 am
$59.95		100 / 100	256 / 256	8 am - 2 am	2 am - 8 am
$79.95		500 / 500	256 / 256	8 am - 2 am	2 am - 8 am
$54.95	25 / 5 Mbps	20 / 20	256 / 256	8 am - 2 am	2 am - 8 am
$64.95		100 / 100	256 / 256	8 am - 2 am	2 am - 8 am
$84.95		500 / 500	256 / 256	8 am - 2 am	2 am - 8 am
$64.95	50 / 8 Mbps	20 / 20	256 / 256	8 am - 2 am	2 am - 8 am
$74.95		100 / 100	256 / 256	8 am - 2 am	2 am - 8 am
$94.95		500 / 500	256 / 256	8 am - 2 am	2 am - 8 am
$69.95	100 / 8 Mbps	20 / 20	256 / 256	8 am - 2 am	2 am - 8 am
$79.95		100 / 100	256 / 256	8 am - 2 am	2 am - 8 am
$99.95		500 / 500	256 / 256	8 am - 2 am	2 am - 8 am

Price per month	Speed*	Total Anytime (GB)	Shaping
$59.95	25/5	100	256 / 256
$79.95		1000	256 / 256
$69.95	100/8	100	256 / 256
$89.95		1000	256 / 256

All residential Cable plans include Netphone

* These are maximum iiNet Cable access port speeds. Data transfer speeds to individual premises may differ.

Plan	Total Anytime (GB)	Price	Typical Evening Speed*	Included Calls	Total Minimum Charge (no lock-in contract)
Cable MAX Incl LN Calls/ULTRA Cable Incl LN Calls	Unlimited	$79.99	350Mbps	Local & Standard National	$109.98

***Cable Speeds:** Typical evening speed indicates download speed and is measured between 7pm-11pm. Cable speeds: Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Cable has an upload connection speed of up to 20Mbps.

Set up fees:

- Residential Plans: $59.99.
- This set up fee covers standard connections only, which consists of an aerial lead-in to the house and one outlet, unless a suitable outlet already exists at the installation address. This includes premises where an active connection is already in place, and where no previous connection is in place, or connection is inactive. A non-standard connection is subject to additional fees as arranged with the installer.

Modem fee:

- All Plans: $0 for Cable WiFi Modem + $10 delivery.

23.12 Residential Naked DSL (Grandfathered)

Plan	Total Anytime (GB)	Price	Speed	Off-Peak times	Shaped Speed
Naked Home Value	100	$59.95	ADSL2+	N/A	256k/256k
Naked Home Starter (Adam only)	200	$59.95	ADSL2+	N/A	256k/256k
Naked Home-1	300	$69.95	ADSL2+	N/A	256k/256k
Naked Home-2	600	$89.95	ADSL2+	N/A	256k/256k
Naked Home-3	1000	$109.95	ADSL2+	N/A	256k/256k

Both uploads and downloads count towards your data allowance on your Naked DSL

service. If your Usage exceeds the Monthly Usage Allowance for any given Billing Month, then your access to the Service will be Shaped.

23.13 Residential iiTalk and AdamTalk VoIP (Grandfathered)

Service fees	Monthly fee	Call Costs
Monthly Rental Fee	$0	Local calls – free* National calls – free** Acceptable Use Policy applies
Standard rate for the purposes of Excessive Use under the Acceptable Use Policy		Local calls – 15 cents untimed, National calls – 15 cents untimed
On-net to On-net calls	NA	Free
Home to mobile calls	NA	29 cents per minute
13, 1300 calls	NA	30 cents untimed
International Calls	NA	Charge as per our Website per country
Override codes (such as 1414)	NA	Not recommended, charges will vary.

Service fees	Monthly fee	Call Costs
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non- local fixed price.	NA	Charges will vary based on service used and call duration.

23.14 Hardware and Software (Grandfathered)

Hardware	Contract		Rental
	None/ 12 months	24 months	24 months (min)
Budii®	$289	$209	
Budii® with handset	$359	$279	$14.95 per month
Budii® – Additional handset	$99	-	
1 Port ADSL 2/2+ USB/Ethernet Combo	$109	$69	
Alcatel OT-990	$192	$8/month	

PART A Hardware/Software	Pricing
Wireless Adapter - Universal (F5D-7050au)	$84.95
Wireless Adapter - Universal (F5D-7050au)	$64.95
Wireless Card for a Laptop (F5D-7010au)	$64.95
Symantec Internet Security Bundle	$85.00
Symantec Norton Anti Virus	$50.00

23.15 Business Plans (Grandfathered)

ADSL2+ Bundled 24 month Contract

Plan	Setup Fee	Price per month	Total Minimum cost	Speed	Anytime Quota (GB)	Shaped Speed
Basic Bundle	$79.95	$49.95	$1,278.75	ADSL2+	100	512k/512k
Value Bundle	$79.95	$69.95	$1,758.75	ADSL2+	300	512k/512k
Enhanced Bundle	$79.95	$89.95	$2,238.75	ADSL2+	600	512k/512k
Premium Bundle	$79.95	$109.95	$2,718.75	ADSL2+	1200	512k/512k
* The Business Bundle prices do not include cost of the Business Phone service.						

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ADSL2+ Unbundled 24 month Contract

Plan	Setup Fee	Price per month	Total Minimum cost	Speed	Anytime Quota (GB)	Shaped Speed
Broadband One	$79.95	$69.95	$1,758.75	ADSL2+	50	512k/512k
Broadband Two	$79.95	$89.95	$2,238.75	ADSL2+	150	512k/512k
Broadband Three	$79.95	$109.95	$2,718.75	ADSL2+	300	512k/512k
Broadband Four	$79.95	$129.95	$3,198.5	ADSL2+	600	512k/512k

Business Plans (Naked DSL)

Plan	Setup Fee	Price per month	Total Minimum cost	Speed	Anytime Quota (GB)	Shaped Speed
Naked Business Value	$79.95	$79.95	$1,998.75	ADSL2+	100	512k/512k
Naked Business-1	$79.95	$99.95	$2,478.75	ADSL2+	300	512k/512k
Naked Business-2	$79.95	$119.95	$2,958.75	ADSL2+	600	512k/512k

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NBN FTTP, FTTB and FTTN Service Business Plans

Plan	Anytime Quota (GB)	Monthly Charge^	Total Min Cost (no lock in)	Total Min Cost (24 months)	Download Speeds*	Included Calls	Shaped Speed
Business NBN Boost Essentials Bundle	300	$69.99	$149.94	$1679.76	Between 8Mbps and 25Mbps	None	8/1Mbps
Business NBN Boost Value Bundle	Unlimited	$79.99	$159.94	$1919.76	Between 8Mbps and 25Mbps	None	NA
Business NBN Boost Ultimate Bundle	Unlimited	$89.99	$169.94	$2159.76	Between 8Mbps and 25Mbps	Local & Standard National & Australian mobiles	NA

23.16 Dialup Plans (Grandfathered)

iiNet Dialup Services:

Dialup Plans	Monthly fee with Home Phone	Monthly fee without Home Phone	Extra Hour Charges	Web Accelerator
Hourly dialup	$9.95	$19.95	$1.00/hour charged per minute, capped at $29.95	Free
Unlimited hours	$14.95	$24.95	Nil	No

23.17 Mobile Broadband (Grandfathered)

Mobile Broadband Pricing

The Mobile Broadband Service is provided under a data usage plan. Each data usage plan may be combined with a hardware option. The data usage plan has a minimum contract term of one month. The monthly charge applicable in respect of the data usage plan will depend on the hardware option and whether the Mobile Broadband service is bundled with other services that attract a bundling discount. The names of the data usage plans and the hardwareoptions are set out in the following table.

Table 15.1

Data Usage Plan		Hardware options
3G Residential Plans	3G Mobile Broadband 2 GB	Each plan is available in combination with the following hardware options: • SIM only (byo) • MobiiConnect (Compatible for both 3G and 4G services) • MobiiHotspot (Compatible for both 3G and 4G services) • Tablet
	3G Mobile Broadband 4 GB	
	3G Mobile Broadband 8 GB	
3G Business Plans	3G Mobile Broadband - Business 4 GB	
	3G Mobile Broadband - Business 8 GB	
	3G Mobile Broadband - Business 16 GB (grandfathered)	
	3G Mobile Broadband - Business 20 GB (grandfathered)	
4G Residential Plans	4G Mobile Broadband 1.5 GB	
	4G Mobile Broadband 4 GB	
	4G Mobile Broadband 7 GB	
	4G Mobile Broadband 10 GB	
4G Business Plans	4G Mobile Broadband - Business 1.5 GB	
	4G Mobile Broadband - Business 4 GB	
	4G Mobile Broadband - Business 7 GB	
	4G Mobile Broadband - Business 10 GB	

Each data usage plan has a monthly data usage quota for which a monthly fee is charged. All usage, both uploads and downloads, applies towards the monthly data usage quota. Any

unused quota cannot be rolled over and is forfeited at the end of the month. Excess usage charges are applicable for any usage in addition to the monthly data usage quota. The monthly data usage quota, the monthly fee for the data usage quota and the excess usage charge rate for each plan is set out in the following tables.

Monthly charges for data usage plans

The monthly charges for each data usage plan are set out in the following tables.

3G Residential Plans (SIM only)
Table 15.2

Residential Plans	Monthly usage quota	Unbundled cost per month	Bundled[3] cost per month	Excess usage charge
3G Mobile Broadband 2 GB	1GB peak 1GB off peak[1]	14.95	9.95	5c/MB
3G Mobile Broadband 4 GB	2GB peak 2GB off peak[1]	$19.95	$14.95	5 cents per MB
3G Mobile Broadband 8 GB	4GB peak 4GB off peak[1]	$29.95	$24.95	5 cents per MB

3G Business Plans (SIM Only)
Table 15.3

Business Plans	Monthly usage quota	Unbundled cost per month	Bundled[3] cost per month	Excess usage charge
3G Mobile Broadband - Business 4 GB	2GB peak 2GB off peak[1]	$24.95	$19.95	5 cents per MB
3G Mobile Broadband - Business 8 GB	4GB peak 4GB off peak[1]	$34.95	$29.95	5 cents per MB
3G Mobile Broadband - Business 16 GB	8GB peak 8GB off peak[1]	$44.95	$39.95	5 cents per MB
3G Mobile Broadband - Business 20 GB	10GB peak 10GB off peak[1]	$64.95	$59.95	5 cents per MB

4G Residential Plans (SIM Only)
Table 15.4

Plan	Monthly usage quota	Unbundled cost per month	Bundled[3] cost per month	Excess usage charge
4G Mobile Broadband 1.5 GB	1.5GB anytime[2]	$20.00	N/A	2 cents per MB
4G Mobile Broadband 4 GB	4GB anytime[2]	$30.00	$25.00	2 cents per MB
4G Mobile Broadband 7 GB	7GB anytime[2]	$45.00	$40.00	2 cents per MB
4G Mobile Broadband 10 GB	10GB anytime[2]	$60.00	$55.00	2 cents per MB

Table 15.5

Plan	Monthly usage quota	Unbundled cost per month	Bundled[3] cost per month	Excess usage charge
4G Mobile Broadband 5 GB	5GB anytime[2]	$29.95	N/A	2 cents per MB
4G Mobile Broadband 10 GB	10GB anytime[2]	$34.95	$29.95	2 cents per MB
4G Mobile Broadband 15 GB	15GB anytime[2]	$54.95	$49.95	2 cents per MB
4G Mobile Broadband 20 GB	20GB anytime[2]	$74.95	$69.95	2 cents per MB

4G Business Plans (SIM Only)
Table 15.6

Plan	Monthly usage quota	Unbundled cost per month	Bundled[3] cost per month	Excess usage charge
4G Mobile Broadband - Business 1.5 GB	1.5GB anytime[2]	$20.00	N/A	2 cents per MB
4G Mobile Broadband - Business 4 GB	4GB anytime[2]	$30.00	$25.00	2 cents per MB
4G Mobile Broadband - Business 7 GB	7GB anytime[2]	$45.00	$40.00	2 cents per MB
4G Mobile Broadband - Business 10 GB	10GB anytime[2]	$60.00	$55.00	2 cents per MB

Table 15.7

Plan	Monthly usage quota	Unbundled cost per month	Bundled[3] cost per month	Excess usage charge
4G Mobile Broadband - Business 5 GB	5GB anytime[2]	$29.95	N/A	2 cents per MB
4G Mobile Broadband - Business 10 GB	10GB anytime[2]	$34.95	$29.95	2 cents per MB
4G Mobile Broadband - Business 15 GB	15GB anytime[2]	$54.95	$49.95	2 cents per MB
4G Mobile Broadband - Business 20 GB	20GB anytime[2]	$74.95	$69.95	2 cents per MB

[1] Off Peak times are 00:00 to 07:00 AEST/AEDST every day. All other times are On-Peak times.
[2] There is no distinction between Peak and Off Peak times for 4G plans.
[3] To be eligible for the bundled rate, in addition to the Mobile Broadband Service, you must also have a current iiNet Broadband Internet Service OR an iiNet PSTN Phone Service (excluding additional Mobile Broadband Services, Dial Up internet, Netphone and Hosting services).

Charges for hardware

SIM only (byo)

Table 15.8

Hardware option	Cost of SIM card	Minimum contract term for data plan
SIM only (byo) 3G	$20	1 month
SIM only (byo) 4G	$20	1 month

MobiiBroadband 4G and MobiiHotspot 4G

The charges and minimum contract terms for MobiiBroadband 4G and MobiiHotspot 4G are set out in the following tables.

Table 15.9

Hardware option	Price – Outright Purchase	Price – 24 month contract	Price – 12 month contract
MobiiConnect 4G(1)	$120	$5/month	$10/month
MobiiHotspot 4G (Huawei E5776)(1) (Grandfathered)	$192	$8/month	$16/month
MobiiHotspot 4G (Huawei E5786) (1)	$216	$9/month	$18/month

(1) Device is compatible for both 3G and 4G services. To use 4G service, device must be installed with a 4G enabled SIM, and device must be used in a 4G coverage area.

If your Mobile Broadband Service is cancelled, the mobile broadband hardware repayment plan will be cancelled and any remaining instalments under the repayment plan will be invoiced to your account, and charged to you in your next billing cycle.

Tablets

Tablets are only available for sale to existing Mobile Broadband Service customers or on sign up for new Mobile Broadband customers. Tablets can be purchased by means of a one off payment or on a 24 month repayment plan where the outright cost of the tablet is split over 24 months. The purchase price of the different tablets is set out in the following table.

Table 15.10

Tablet	One off payment purchase price	Monthly repayment under 24 month repayment plan
Samsung Galaxy Tab2 7	$168	$7 per month
Samsung Galaxy Tab2 10.1	$288	$12 per month
Samsung Galaxy Tab S 8.4	$26	$624
Samsung Galaxy S 10.5	$30	$720
Samsung Galaxy Camera[4]	$576	$24 per month

[4] Only available to residential customers.

A tablet purchased outright, must be combined with a 1 month minimum term data usage plan.

A Tablet purchased under a 24 month repayment plan must be combined with a 24 month minimum term data usage plan.

A repayment plan is only available if a Mobile Broadband Service exists on an account which does not already have a repayment plan connected to it.

If your Mobile Broadband Service is cancelled, the tablet repayment plan will be cancelled and any remaining instalments under the tablet repayment plan will be invoiced to your account, and charged to you during your next billing cycle.

If you are a residential customer and you choose to purchase a device (i.e. a tablet and/or mobile phone handset) on a repayment plan, the number of devices that you can apply for on a repayment plan will be limited as set out in the table below, based on the number of months for which you have been one of our customers (your "Tenure"). No limits apply to the outright purchase of devices.

Table 15.11

Tenure	Number of devices available on repayment plan
0 - 3 months	1 device per account
3 - 6 months	2 devices per account
6 or more months	3 or more devices per account

When the tablet is activated you will be charged a pro-rata fee of the monthly amount on the payment plan selected by you from the activation date until the last day of the first calendar month of the Payment Plan.

Static IP address for Business Plans
All Business Plans for the Mobile Broadband Service have an optional "Static IP" service at a cost of $10 per month.

Total Minimum price payable

The total minimum price payable for the Mobile Broadband Service depends on the data plan that you select and the equipment option chosen. The total minimum price payable is calculated by adding A and B together where:

> A = Monthly data plan fee x minimum term of contract (the monthly data plan fee is set out in tables 15.2 to 15.7 above)
> B = the price paid for the hardware (the price for the different hardware and the options available, including the minimum data plan term that is required are set out in tables 15.8 to 15.10)

Two examples are provided in the following table.

Table 15.12

Monthly data usage plan	Minimum contract term[5]	Equipment option	Minimum price payable[6]
Residential 3G Mobile Broadband 4 GB	24 months	Samsung Galaxy Tab2 7 purchased on 24 month repayment plan	The minimum price payable over 24 months will be $646.80 where A = $19.95 x 24 = $478.80; and B = $7 x 24 = $168
Residential 4G Mobile Broadband 10 GB	24 months	MobiiHotspot 4G combined with a 24 month data usage plan	The minimum price payable over 24 months will be $1656 where A = $60 x 24 = $1440; and B = $9 x 24 = $216

[5] The equipment option chosen will determine the minimum term of the contract.
[6] Does not include any bundling discounts.

23.18 VDSL2 (Grandfathered)

Residential VDSL2

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Price per month	Speed*	Total Anytime (GB)	Shaping
$59.95 $79.95	25/5	100 1000	256 / 256 256 / 256
$69.95 $89.95	80/20	100 1000	256 / 256 256 / 256

All residential VDSL2 plans include Netphone

* These are maximum iiNet VDSL2 access port speeds. Data transfer speeds to individual premises may differ. 80/20 service is an open-access port speed, providing speeds as fast as the line is capable of supporting.

Residential iiNet ULTRA VDSL2 Plans – Plan names that contain 'ULTRA' (Grandfathered)

Plan	Total Anytime (GB)	Price	Typical Evening Speed*	Included Calls	Total Minimum Charge (no lock-in contract)
ULTRA VDSL2 Incl LN Calls	Unlimited	$79.99^	74.2Mbps	Local & Standard National	$109.98

Residential iiNet VDSL2 Plans – Plan names that do not contain 'ULTRA' (Grandfathered)

Plan	Total Anytime (GB)	Price	Typical Evening Speed*	Included Calls	Total Minimum Charge (no lock- in contract)
VDSL2 1	Unlimited	$69.99	22.9Mbps	Local & Standard National	$129.98
VDSL2 2	Unlimited	$79.99	74.2Mbps	Local & Standard National	$99.98
VDSL2 3	Unlimited	$89.99	74.2Mbps	Local, Standard National & Australian mobiles	$149.98

***VDSL2 Speeds:** Typical evening speed indicates download speed and is measured between 7pm-11pm. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Upload connection speed of up to 5Mbps for VDSL2 1 and up to 20Mbps on VDSL2 2 & 3.

Phone:

- All residential ULTRA VDSL2 plan names that contain 'ULTRA' offer Ultra Phone.
- All residential VDSL2 plan names that do not contain 'ULTRA' offer Netphone.

Set up fees:

- Residential Plans: $59.99.
- This set up fee covers standard connections only, which consists of an overhead cable from the pole to the house and one or two outlets depending on services selected, unless such outlets already exist at the installation address. This includes premises where an active connection is already in place, and where no previous connection is in place, or connection is inactive. A non-standard connection consists of an underground connection from the pole to the house, and one or two outlets depending on services selected, which requires a site inspection and is subject to additional fees as arranged with the installer.

Modem fees:

- Residential ULTRA VDSL2 plan names that contain 'ULTRA': Modem included plus $10 delivery.
- Residential VDSL2 plan names that do not contain 'ULTRA' : $59.95 modem fee plus $10 delivery.

Business VDSL2

Price per month	Speed*	Anytime Quota (GB)	Shaping
$69.95	25 / 5 Mbps	50	512 / 512
$89.95		250	512 / 512
$109.95		500	512 / 512
$129.95		1000	512 / 512
$84.95	80 / 20 Mbps	50	512 / 512
$104.95		250	512 / 512
$124.95		500	512 / 512
$144.95		1000	512 / 512

All business VDSL2 plans include Business Netphone

* These are maximum iiNet VDSL2 access port speeds. Data transfer speeds to individual premises may differ. 80/20 service is an open-access port speed, providing speeds as fast as the line is capable of supporting.

23.19 Residential iiNet FTTB Plans (Grandfathered)

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Monthly Anytime Quota (GB)	Monthly Charge	[1]Download Speeds	[2]FTTB Phone Call Charges	[3]Total Min Charge (No lock-in contract)	[3]Total Min Charge (6 month contract)
FTTB Liimitless Basic*	Unlimited	$49.99	Basic	Pay as you go	$159.94	$309.94
FTTB Liimitless Max	Unlimited	$59.99	Max	Includes Local & Standard National	$169.94	$369.94
FTTB Liimitless Max Incl	Unlimited	$69.99	Max	Includes Local, Standard National,	$179.94	$429.94
FTTB Liimitless Max Incl LNMI Calls	Unlimited	$79.99	Max	Includes Local, Standard National, Australian mobiles & our top 15 international countries ^	$189.94	$489.94

All Residential iiNet FTTB plans include FTTB Phone (ULTRA Phone). Call inclusions vary by FTTB plan.

FTTB Liimitless Basic: *Plan is not available for purchase via website.

Call Inclusions: ^International Top 15 include calls to standard landlines and mobiles in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom and United States. Standard international rates apply to calls to other countries.
*100 international minutes include the first 100 minutes to standard landlines and mobiles in international destinations. Standard international rates apply thereafter. Unused minutes expire at the end of each month.
International calls using 0011 prefix only. Calls made using 0015 and 0018 prefixes are not included. Calls are bill in 1 minute increments. International call rates is available on our website at **www.iinet.net.au/fttb**.

International special services numbers (eg. toll-free and premium numbers) and calls to satellite phones are not included.

[1]Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. More information about FTTB speeds is available at **www.iinet.net.au/fttb**. Basic and Max indicate the underlying FTTB wholesale connection speed tier and translate to the typical speeds below.

Speed Tier	Typical Evening Speeds (7pm – 11pm)	
	Download speeds	Upload speeds
Basic	Up to 12Mbps	1Mbps
Max	90Mbps	Up to 20Mbps

[2]Included calls subject to Acceptable Use Policy.

[3] Total Minimum Charge on no lock-in contract is the activation fee ($99.95), $10 modem delivery fee plus one month of plan rental.
The Total Minimum Charge on a 6 month contract is 6 months of plan rental plus $10 modem delivery fee

Set up fees:
- Residential Plans (no lock in contract): $99.95
- Residential Plans (6 month contract): $0

Modem fees:
- Residential Plans: $0 plus $10 delivery.

23.20 Mobile Handsets (Grandfathered)

Handset Pricing

Handset	Price – Outright Purchase	Price – 24 Month Contract
Samsung Galaxy Note II	$792	$33/month
Samsung Galaxy Note III	$912	$38/month
Samsung Galaxy Note 4	$912	$38/month

IINET GROUP CRA – IINET PRICING SCHEDULE

Handset	Price – Outright Purchase	Price – 24 Month Contract
Samsung Galaxy S4	$504	$21/month
Samsung Galaxy S4 Active	$696	$29/month
Samsung Galaxy S4 Mini	$528	$22/month
Samsung Galaxy S3	$360	$15/month
Samsung Ativ S	$600	$25/month
Samsung Galaxy S2	$240	$10/month
Samsung Galaxy Ace	$120	$5/month
Samsung Galaxy Ace3	$288	$12/month
Samsung Galaxy S5	$696	$29/month
Samsung Galaxy Prime	$240	$10/month
Samsung Galaxy S6 32GB	$960	$40/month
Samsung Galaxy S6 64GB	$1,080	$45/month
Samsung Galaxy S6 128GB	$1,200	$50/month
Samsung Galaxy S6 Edge 32GB	$1,080	$45/month
Samsung Galaxy S6 Edge 64GB	$1,200	$50/month
Samsung Galaxy S6 Edge 128GB	$1,320	$55/month
iPhone 5C	$528	$22/month
iPhone 5S 16GB	$720	$30/month
iPhone 5S 32GB	$768	$32/month
iPhone 6 16GB	$840	$35/month
iPhone 6 64GB	$960	$40/month
iPhone 6 128GB	$960	$40/month
iPhone 6+ 16GB	$768	$32/month
iPhone 6+ 64GB	$1128	$47/month

Handset	Price – Outright Purchase	Price – 24 Month Contract
iPhone 6+ 128GB	$1008	$42/month
iPhone 6s 16GB	$1056	$44/month
iPhone 6s 64GB	$1200	$50/month
iPhone 6s+ 64GB	$1344	$56/month

23.21 Mobile Voice Plans (Grandfathered)

Plans for residential & business customers

Feature	$15 Plan	$19.99 Plan	$24.99 Plan	$29.99 Plan	$37.99 Plan
Minimum monthly charge	$15	$19.99	$24.99	$29.99	$37.99
Monthly included value for standard national calls and SMS	$550*	$550*	All included	All included	All included
Monthly included value for standard international calls	Counts towards Monthly included value for standard calls and SMS	Counts towards Monthly included value for standard calls and SMS	$0	$100	$300
Flagfall - connection cost of national calls made from your mobile	$0.35 per call	$0.35 per call	Included	Included	Included
Standard calls to any mobile in Australia	$0.90 per minute	$0.90 per minute	Included	Included	Included
Standard calls to any landline in Australia	$0.90 per minute	$0.90 per minute	Included	Included	Included
Calls to 13/1300 numbers	$0.90 per minute	$0.90 per minute	Included	Included	Included

IINET GROUP CRA – IINET PRICING SCHEDULE

Feature	$15 Plan	$19.99 Plan	$24.99 Plan	$29.99 Plan	$37.99 Plan
Voicemail retrieval	$0.90 per minute	$0.90 per minute	Included	Included	Included
Directory assistance (1223)	$0.50 per call				
Standard SMS within Australia	$0.25 per SMS	$0.25 per SMS	Included	Included	Included
International SMS	$0.35 per SMS Counts towards Monthly included value for standard calls and SMS	$0.35 per SMS Counts towards Monthly included value for standard calls and SMS	$0.35 per SMS	$0.35 per SMS	$0.35 per SMS
MMS within Australia	$0.50 per MMS	$0.50 per MMS	$0.50 per MMS	$0.50 per MMS	$0.50 per MMS
International MMS	$0.75 per MMS	$0.75 per MMS	$0.75 per MMS	$0.75 per MMS	$0.75 per MMS
Monthly included data	1 GB	2 GB	3 GB	4 GB	9 GB
Excess data - downloads & uploads above your monthly inclusion	Additional data $10 per 1 GB or part thereof				
International calls	Varies depending on destination, see http://www.iinet.net.au/phone/mobile-phones/?section=international-rates				
Billing increment	60 seconds				

* Monthly included value on $15 and $19.99 plans can also be used for international Calls and SMS.

Plans for residential & business customers

Feature	$19.99 Plan	$29.99 Plan	$39.99 Plan	$49.99 Plan
Minimum monthly charge	$19.99	$29.99	$39.99	$49.99

IINET GROUP CRA – IINET PRICING SCHEDULE

Feature	$19.99 Plan	$29.99 Plan	$39.99 Plan	$49.99 Plan
Monthly included value for standard calls and messages*	$400	All included	All included	All included
Monthly included value for standard international calls	$0	$0	$300	$300
Flagfall - connection cost of calls made from your mobile	$0.35 per call	Included	Included	Included
Standard calls to any mobile in Australia	$0.90 per minute	Included	Included	Included
Standard calls to any landline in Australia	$0.90 per minute	Included	Included	Included
Calls to 13/1300 numbers	$0.90 per minute	Included	Included	Included
Voicemail retrieval	$0.90 per minute	Included	Included	Included
Directory assistance (1223)	$0.50 per call			
Standard SMS within Australia	$0.25 per SMS	Included	Included	Included
International SMS	$0.35 per SMS	Included	Included	Included
MMS within Australia	$0.50 per MMS	Included	Included	Included
International MMS	$0.75 per MMS	Included	Included	Included
Monthly included data	2 GB	2 GB	7 GB	9 GB
Excess data - downloads & uploads above your monthly inclusion	Additional data $10 per 1 GB or part thereof			

Feature	$19.99 Plan	$29.99 Plan	$39.99 Plan	$49.99 Plan
International calls	Varies depending on destination, see http://www.iinet.net.au/phone/mobile-phones/?section=international- rates			
Billing increment	60 seconds			

* Monthly included value can also be used for international SMS and MMS.

All prices quoted are inclusive of GST. Our Fair Use Policy applies.

Residential Plans

Feature	$15 Plan	$30 Plan	$40 Plan	$45 Plan	$60 Plan
Minimum monthly charge	$15	$30	$40	$45	$60
Monthly included value for standard calls and messages	$200*	$500*	$800*	All included	All included
iiNet Mobile to iiNet Mobile Calls	$0.90 per minute	Included	Included	Included	Included
Flagfall - connection cost of calls made from your mobile	$0.35	$0.35	$0.35	Included	Included
National calls - to any mobile in Australia	$0.90 per minute	$0.90 per minute	$0.90 per minute	Included	Included
National calls - to any landline in Australia	$0.90 per minute	$0.90 per minute	$0.90 per minute	Included	Included
Calls to 13/1300 numbers	$0.90 per minute	$0.90 per minute	$0.90 per minute	Included	Included
National billing increment	60 seconds	60 seconds	60 seconds	N/A	N/A
Voicemail retrieval	$0.90 per minute	$0.90 per minute	Included	Included	Included
Directory assistance (1223)	$0.50 per call				

Feature	$15 Plan	$30 Plan	$40 Plan	$45 Plan	$60 Plan
Standard SMS within Australia	$0.25 per SMS	Included	Included	Included	Included
International SMS	$0.35 per SMS				
MMS within Australia	$0.50 per MMS	$0.50 per MMS	$0.50 per MMS	Included	Included
International MMS	$0.75 per MMS				
Monthly data allowance – when NOT bundled with an active internet service (excl. mobile broadband)	200 MB	1 GB	N/A	2 GB	N/A
Monthly data allowance - when bundled with active internet service (excl. mobile broadband)	400 MB	2 GB	2 GB	4 GB	3 GB
Excess data - downloads & uploads above your monthly allowance	$0.05 per MB				
International calls	Varies depending on destination, see http://www.iinet.net.au/phone/mobile-phones/?section=international-rates				
International billing increment	60 seconds				

* Monthly included value can also be used for international SMS and MMS
** All prices quoted are inclusive of GST.

Other Fees

Description	Price
SIM / Micro-Sim (or replacement)	$20.00

IINET GROUP CRA – IINET PRICING SCHEDULE

Business Plans

Feature	$14.95 Plan	$29 Plan	$49 Plan	$59 Plan	$69 Plan
Minimum monthly charge	$14.95	$29	$49	$59	$69
Monthly included value for standard calls and messages	$200*	$650*	All Included	All Included	All Included
Mobile to mobile calls within the same account (Fleet)	Included				
Flagfall - connection cost of calls made from your mobile	$0.35	$0.35	Included	Included	Included
National calls - to any mobile within Australia	$0.90 per minute	$0.90 per minute	Included	Included	Included
National calls - to any landline within Australia	$0.90 per minute	$0.90 per minute	Included	Included	Included
Calls to 13/1300 numbers	$0.90 per minute	$0.90 per minute	Included	Included	Included
National billing increment	60 seconds	60 seconds	N/A	N/A	N/A
Voicemail retrieval	Included				
Directory assistance (1223)	$0.50 per call				
Standard SMS within Australia	$0.25 per SMS	Included	Included	Included	Included
International SMS	$0.35 per SMS				
MMS within Australia	$0.50 per MMS	$0.50 per MMS	$0.50 per MMS	Included	Included
International MMS	$0.75 per MMS				
Monthly data allowance	200 MB	1 GB	2.5 GB	5 GB	5 GB
Excess data - downloads & uploads above your monthly allowance	$0.05 per MB				

Feature	$14.95 Plan	$29 Plan	$49 Plan	$59 Plan	$69 Plan
International calls	Varies depending on destination, see http://www.iinet.net.au/phone/mobile-phones/?section=international-rates				
International billing increment	60 seconds				

*Monthly included value for call and message can also be used for international SMS and MMS
** All prices quoted are inclusive of GST.

Other Fees

Description	Price
SIM / Micro-Sim (or replacement)	$20.00

23.22 Residential ADSL2+ Plans (Grandfathered)

ADSL2+ Bundled

Plan	Total Anytime (GB)	Price	Speed	Shaped Speed
ADSL2+ Home-1	100	$29.95	ADSL2+	256k/256k
ADSL2+ Home-2	300	$49.95	ADSL2+	256k/256k
ADSL2+ Home-3	600	$69.95	ADSL2+	256k/256k
ADSL2+ Home-4	1000	$89.95	ADSL2+	256k/256k

ADSL2+ Home-1 is only available on a 24 month agreement.

Both uploads and downloads count towards your data allowance on your Broadband service. If your Usage exceeds the Monthly Usage Allowance for any given Billing Month, then your access to the Service will be Shaped.

ADSL2+ Unbundled

Plan	Total Anytime (GB)	Price	Speed	Shaped Speed
ADSL2+ Home-1	50	$39.95	ADSL2+	256k/256k
ADSL2+ Home-2	150	$59.95	ADSL2+	256k/256k
ADSL2+ Home-3	300	$79.95	ADSL2+	256k/256k

Plan	Total Anytime (GB)	Price	Speed	Shaped Speed
ADSL2+ Home-4	500	$99.95	ADSL2+	256k/256k

ADSL2+ Home-1 is only available on a 24 month agreement.

23.23 Residential Broadband 1 Plans – Telstra Network (Grandfathered)

Broadband1 Unbundled (ADSL1):

Plan	Peak (GB)	Off-Peak(GB)	Total	Price	Speed*	Off-Peak ti mes	Shaped Speed
Home-2	25	25	50	$59.95	1500k/256k	2am-8am	256/256k
Home-2 Turbo	50 (anytime)		50	$69.95	Up to 20/1Mbps	N/A	256 / 256k
Home-3	75	75	150	$79.95	1500k/256k	2am-8am	256/256k
Home-3 Turbo	75	75	150	$89.95	Up to 20/1Mbps	2am-8am	256/256k
Home-4	125	125	250	$89.95	1500k/256k	1am-9am	256/256k
Home-4 Turbo	125	125	250	$99.95	Up to 20/1Mbps	1am-9am	256/256k
Home-5	250	250	500	$119.95	1500k/256k	1am-9am	256/256k
Home-5 Turbo	250	250	500	$129.95	Up to 20/1Mbps	1am-9am	256/256k
*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors.							

Broadband1 Bundled (ADSL1):

Plan	Peak (GB)	Off-Peak (GB)	Total	Price	Speed*	Off-Peak times	Shaped Speed
Home-2	50	50	100	$39.95	1500k/256k	2am-8am	256/256k
Home-2 Turbo	100 (anytime)		100	$49.95	Up to 256/ 20/1Mbps	N/A	256k
Home-3	150	150	300	$49.95	1500k/256k	2am-8am	256/256k

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Peak (GB)	Off-Peak (GB)	Total	Price	Speed*	Off-Peak times	Shaped Speed
Home-3 Turbo	150	150	300	$59.95	Up to 20/1Mbps	2am-8am	256/256k
Home-4	250	250	500	$79.95	1500k/256k	1am-9am	256/256k
Home-4 Turbo	250	250	500	$89.95	Up to 20/1Mbps	1am-9am	256/256k
Home-5	500	500	1000	$109.95	1500k/256k	1am-9am	256/256k
Home-5 Turbo	500	500	1000	$119.95	Up to 20/1Mbps	1am-9am	256/256k
*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors							

23.24 Residential ADSL Plans iiNetwork (Grandfathered)

ADSL2+ Bundled

Plan	Total Anytime (GB)	Price	Price (incl Home Phone)	Total Minimum Cost (no lock-in contract)	Speed	Shaped Speed
ADSL2+ Home-1	250	$29.95	$59.90	$139.85	ADSL2+	256k/256k
ADSL2+ Home-2	1000	$49.95	$79.90	$159.85	ADSL2+	256k/256k

All plans are shaped to 256k/256k if the monthly quota limit is exceeded.

Both uploads and downloads count towards your data allowance on your Broadband service. If your Usage exceeds the Monthly Usage Allowance for any given Billing Month, then your access to the Service will be Shaped.

ADSL2+ Unbundled

Plan	Total Anytime (GB)	Price	Total Minimum Cost (no lock- in contract)	Speed	Shaped Speed
ADSL2+ Home-1	125	$39.95	$119.90	ADSL2+	256k/256k
ADSL2+ Home-2	500	$59.95	$139.90	ADSL2+	256k/256k

23.25 Residential Naked DSL Plans (Grandfathered)

Plan	Total Anytime (GB)	Price	Speed	Included Calls	Shaped Speed
Naked 1	1000	$69.99	ADSL2+	N/A	128k/128k
Naked 2	1000	$79.99	ADSL2+	Local & Standard National	128k/128k
Naked 3	1000	$89.99	ADSL2+	Local, Standard National & Australian mobiles	128k/128k

23.26 NBN Contract Break Fees (Grandfathered)

Product	Contract	Type	Tenure (months)			
			0 - 6	7 - 12	13 - 18	19 - 24
NBN Fibre Residential Plans (24 month contract)	Contracts from 14 May 2013 to 21 July 2016	Contract Break Fee	$200	$150	$100	$80
NBN Interim Satellite service Plans (24 month contract)	Contracts from 14 May 2013 onwards	Contract Break Fee	$200	$150	$100	$80
NBN Fixed Wireless Plans (24 Month contract)	Contracts from 14 May 2013 to 25 October 2016	Contract Break Fee	$200	$150	$100	$80

23.27 Residential NBN Interim Satellite service

IINET GROUP CRA – IINET PRICING SCHEDULE

NBN Satellite service (unbundled)

24 Month Contract				
Plan	**Usage Quota (GB)#**	**Price**	**Speed***	**Shaped Speed**
NBN	10	$39.95	6/1Mbps	128/128kbps
NBN-1	20	$49.95	6/1 Mbps	128/128kbps

*These are maximum wholesale NBN access port speed tiers. Data transfer speeds to individual premises may differ. Maximum speeds may exceed capabilities of some hardware or software. Speeds could be slower and may vary due to various factors such as number of users or connections, the end-user's hardware and software, the connection method (wireless, fixed or satellite), source and type of content downloaded.
#There is no separate peak/off peak quota.

NBN Satellite (bundled)

24 Month Contract				
Plan	**Usage Quota (GB)#**	**Price**	**Speed***	**Shaped Speed**
NBN	10	$34.95	6/1Mbps	128/128kbps
NBN-1	20	$39.95	6/1 Mbps	128/128kbps

*These are maximum wholesale NBN access port speed tiers. Data transfer speeds to individual premises may differ. Maximum speeds may exceed capabilities of some hardware or software. Speeds could be slower and may vary due to various factors such as number of users or connections, the end-user's hardware and software, the connection method (wireless, fixed or satellite), source and type of content downloaded.
#There is no separate peak/off peak quota.

23.28 NBN Residential Fibre Phone (Grandfathered)

NBN Residential Fibre Phone

Fibre Phone Service fees	Monthly fee	Call Costs
Fibre Phone Monthly Rental Fee (only available when NBN	$19.95	Local calls - $0.00/call*

Fibre Phone Service fees	Monthly fee	Call Costs
Residential Fibre is bundled with Residential Fibre Phone)		National calls - $0.00/call* *Acceptable Use Policy applies
On-net to On-net calls	NA	Free
Home to mobile calls	NA	29 cents per minute
13, 1300 calls	NA	30 cents untimed
International Calls	NA	Charges as per our Website per country
Override codes (such as 1414)	NA	Not recommended, charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	NA	Charges will vary based on service used and call duration.

Calls to mobile phones from Fibre Phone are charged in 30 second blocks.

iiNet Fibre Phone Optional Services	Fee for Services	Additional Charges
Call Forwarding Always	NA	Call Charges Apply
Call Forwarding Busy	NA	Call Charges Apply
Call Forwarding No Answer	NA	Call Charges Apply
Call Forwarding Selective	NA	Call Charges Apply
Call Waiting	NA	Call Charges Apply
Voice Mail ***	NA	NA
Voice Messaging to Email	NA	NA
Caller Line ID Delivery Blocking	NA	NA
Call Return	NA	Call Charges Apply
Three way calling	NA	Call Charges Apply

23.29 NBN Long Term Satellite Service plans (Grandfathered)

Plan	^Monthly Included Peak Quota	^Monthly Included Off-Peak Quota	Monthly Charge	*Speed	Total Min Charge (No lock-in contract)	Total Min Charge (24 month contract)
NBN Satellite 60 Basic	20GB	40GB	$39.99	Between 5Mbps and 12Mbps	$139.94	$959.76
NBN Satellite 60 Boost	20GB	40GB	$44.99	Between 5Mbps and 25Mbps	$144.94	$1,079.76
NBN Satellite 120 Basic	40GB	80GB	$49.99	Between 5Mbps and 12Mbps	$149.94	$1,199.76
NBN Satellite 120 Boost	40GB	80GB	$54.99	Between 5Mbps and 25Mbps	$154.94	$1,319.76

Shaping: Both uploads and downloads count towards the Quota of your NBN Long Term Satellite Service plan. Your plan is Shaped to 128k/128k when the monthly quota is exceeded.

If you exceed the Monthly Usage Allowance for any given Billing Month, then your access to the Service will be Shaped.

*Based on wholesale NBN access port speed tiers. Data transfer speeds to individual premises may differ. Maximum speeds may exceed capabilities of some hardware or software. Speeds could be slower and may vary due to various factors such as number of users or connections, the end-user's hardware and software, the connection method (wireless, fixed or satellite), source and type of content downloaded. Upload speeds also differ, with 1Mbps available on 12Mpbs speed tier and between 1Mbps and 5Mbps on the 25Mbps speed tier.

^Peak Data usage times are 7am to 1am. Off-peak Data usage times are 1am to 7am.

Modem delivery fee: $10 delivery fee applies to all Modems ordered with NBN Long Term Satellite Service plans, both charged and included modem offers.

23.30 Hardware and Software (Grandfathered)

Hardware	Contract	
	None/ 12 months	24 months
iiNet Wireless Bridge	$59.95	-

iiNet Wireless Bridge (pair)	$119	-
Huawei HG658	$60	$0
Huawei HG659	$89	$0
Technicolor TG789vac V2	$89	$0
Huawei HG532	-	$0

Hardware	Pricing
iiNet Piix® Digital Photo Frame+SIM	24 month Service Term: $50 + $0 per month*

***** $50 upfront payment plus $0 per month for the first Service Term of 24 months. We will provide you with at least 90 days' notice if any additional cost is to be incurred after the first Service Term.

The cost of Hardware purchased during the application process is deducted from the bank account or credit card supplied in the application on the Service Commencement Date (the date on which we notify you that the Service is ready for use)

Modem delivery fee: $10 delivery fee applies to all Modems ordered with a Naked DSL, NBN, Residential ADSL2+, Off-Net ADSL2+, or Business On-net service, both charged and included modem offers.

23.31 Business iiNet Cable Plans (Grandfathered)

Price per month	Speed*	Anytime Quota (GB)	Shaping
$69.95	25 / 5 Mbps	50	512 / 512
$89.95		250	512 / 512
$109.95		500	512 / 512
$129.95		1000	512 / 512
$79.95	50 / 8 Mbps	50	512 / 512
$99.95		250	512 / 512

Price per month	Speed*	Anytime Quota (GB)	Shaping
$119.95		500	512 / 512
$139.95		1000	512 / 512
$84.95	100 / 8 Mbps	50	512 / 512
$104.95		250	512 / 512
$124.95		500	512 / 512
$144.95		1000	512 / 512

*** These are maximum iiNet Cable access port speeds. Data transfer speeds to individual premises may differ.**

Set up fees:

- Business Plans (no lock in contract): $170
- Business Plans (24 month contract): $0

Modem fee:

- All Plans: $0 for Cable WiFi Modem + $10 delivery.

Contract Break Fee:

Business Plans (24 month contract): applicable and pro-rated to remaining unexpired period.

23.32 Residential WiMAX Plans

Plan	Total Anytime (GB)	Price
WiMAX 25GB	25	$45.00
WiMAX 100GB	100	$50.00
WiMAX 200GB	200	$60.00
WiMAX 500GB	500	$90.00
WiMAX 1000GB	1000	$120.00

WiMAX plans are shaped to 128/128kbps once the included quota limit is exceeded.

Setup Fees

Setup Fee	Contract			
	No contract	12 Month	24 Month	36 Month
WiMAX	$750	$500	$300	$150

23.33 BUDII®

Hardware	Purchase Outright	Purchase with xDSL or fibre service (24 month minimum contract period)	Rental with xDSL or fibre service (24 month minimum contract period)
Budii® Device + Handset	$359	$279	$14.95 per month (total cost over 24 month minimum contract period: $358.80)
Budii® Device	$289	$209	n/a
Budii Lite® Device	$139	$119	Not available
Additional Handset	$99.95	n/a	n/a

23.34 TECHII™ PRICING

Service	Price
1 hour visit	$99.00
Additional 30 minute blocks (as required)	$22.00

23.35 ADSL2+ Off-Net

Residential Plans (Telstra Network)

Plan	Monthly Quota	Monthly Charge	Total Minimum Charge (no lock-in contract)
ADSL2+ Off-Net 100	100GB (Anytime)	$69.99	$69.99
ADSL2+ Off-Net 200	200GB (Anytime)	$79.99	$79.99

Plan	Monthly Quota	Monthly Charge	Total Minimum Charge (no lock-in contract)
ADSL2+ Off-Net 500	500GB ^(250GB+250GB)	$89.99	$89.99

Excess Data fees

- All Plans: Nil. Both uploads and downloads count towards the Monthly Quota.
- All Plans: Shaped to 256k/256k when the monthly quota is exceeded.

^Data quota is split between peak (8am-2am) and off peak (2am-8am) times.

ADSL2+ Off-Net has a maximum possible speed of 20/1Mbps. Data transfer speeds to individual premises may differ. Maximum speeds may exceed capabilities of some hardware or software. Speeds could be slower and may vary due to various factors such as your distance from your local telephone exchange, quality of your copper phone line and broadband equipment.

All ADSL2+ Off-Net Plans are available standalone or bundled with the Home Phone service for the same monthly charge.

Set up fees

- Residential Plans: $0
- This fee is deducted from the bank account or credit card supplied in your Application on the Service Commencement Date (the date on which we notify you that the Service is ready for use)

Modem fees:

- Residential Plans: $59.95 plus $10 delivery.

Business ADSL Plans (Telstra Network)

Broadband 1 Business bundled 24 month contract

Plan	Setup Fee	Price per month**	Total Minimum cost	Speed*	Anytime Quota (GB)	Shaped Speed
Basic Bundle	$79.95	$69.95	$1,758.75	Up to 20/1Mbps	100	512k/512k
Value Bundle	$79.95	$89.95	$2,238.75	Up to 20/1Mbps	300	512k/512k
Enhanced Bundle	$79.95	$109.95	$2,718.75	Up to 20/1Mbps	600	512k/512k

Premium Bundle	$79.95	$129.95	$3,198.75	Up to 20/1Mbps	1200	512k/512k

*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors

** The Business Bundle prices do not include cost of the Business Phone service.

Broadband 1 Business Unbundled 24 month contract

Plan	Setup Fee	Price per month	Total Minimum cost	Speed*	Anytime Quota (GB)	Shaped Speed
Broadband One	$79.95	$89.95	$2,238.75	Up to 20/1Mbps	50	512k/512k
Broadband Two	$79.95	$109.95	$2,718.75	Up to 20/1Mbps	150	512k/512k
Broadband Three	$79.95	$129.95	$3,198.75	Up to 20/1Mbps	300	512k/512k
Broadband Four	$79.95	$149.95	$3,678.75	Up to 20/1Mbps	600	512k/512k

*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors

23.36 ADSL SERVICES (EXCLUDING NAKED DSL)

Residential ADSL Plans (iiNetwork) ADSL2+

Plan	Monthly Anytime Quota	Monthly Charge	Total Minimum Cost (no lock- in contract)	Shaped Speed
ADSL2+ 500	500GB	$59.99	$59.99	256/256k
ADSL2+ Liimitless/Unlimited	Liimitless	$79.99	$79.99	n/a
ADSL2+ Liimitless/Unlimited Incl LNM Calls	Liimitless	$89.99	$89.99	n/a

Excess Data fees

- All Plans: Nil. Both uploads and downloads count towards the Monthly Anytime Quota.
- All Plans: Shaped to 256k/256k when the monthly quota is exceeded.

ADSL2+ has a maximum possible speed of 24/1Mbps. Data transfer speeds to individual premises may differ. Maximum speeds may exceed capabilities of some hardware or software. Speeds could be slower and may vary due to various factors such as your distance from your local telephone exchange, quality of your copper phone line and broadband equipment.

All ADSL2+ plans are available standalone or bundled with the Home Phone service for the same monthly charge.

Set up fees

- Residential Plans: $0
- This fee is deducted from the bank account or credit card supplied in your Application on the Service Commencement Date (the date on which we notify you that the Service is ready for use)

Modem fees:

- Residential Plans: $59.95 plus $10 delivery.

IINET GROUP CRA – IINET PRICING SCHEDULE
Business Plans (Broadband2+)

ADSL2+

Plan	Monthly Charge^	Total Minimum cost (no lock-in)	Total Minimum cost (24 months)	Anytime Quota (GB)	Shaped Speed
Business Broadband Ultimate Bundle	$89.99	$169.94	$2159.76	Unlimited	NA
Business Broadband Value Bundle	$79.99	$159.94	$1919.76	Unlimited	NA
Business Broadband Essentials	$59.99	$139.94	$1439.76	300GB	256k/256k

Total minimum cost includes Setup Fee of $79.95 for a no lock-in contract and $0 for a 24 month contract.

Business Broadband Ultimate Bundle and Business Broadband Value Bundle includes a Business Phone. Business Essentials does not include a Business Phone.

Business Broadband Ultimate Bundle includes the Ultimate Business Phone which includes calls to local, standard national and Australian mobiles.

Business Broadband Value Bundle includes the Value Business Phone which does not include calls to local, standard national and Australian mobiles.

Business Broadband Essentials plan: both uploads and downloads count towards your data allowance. If you exceed the Monthly Usage Allowance for any given Billing Month, your access the rest of the Billing Month will be Shaped.

^ BizPhone Bundle Discount: Bundle your Business Broadband plan with a BizPhone Line, Standard, Cordless or Premium plan and receive $9.99 discount off the broadband plan each month. Maximum of one discount per broadband plan. Discount ends when you cancel the broadband plan and/or the Bizphone plan.

Business accounts are able to be paid via flexible payment options offered by us from time to time except if the account is bundled with an additional services such as Home Phone, Netphone or additional residential broadband plans. In which case payment by credit card or direct debit payment is required.

Business Bonded Internet Plans

IINET GROUP CRA – IINET PRICING SCHEDULE

Bonded Internet Plans (Telstra Network) bundled 24 month contract

Plan	Setup Fee	Price per month**	Total Minimum cost	Speed*	Anytime Quota (GB)	Shaped Speed
Bonded Internet Basic	$0	$299.95	$7,198.80	Up to 40/2Mbps	100	512k/512k
Bonded Internet Value	$0	$319.95	$7,678.80	Up to 40/2Mbps	300	512k/512k
Bonded Internet Enhanced	$0	$339.95	$8,158,80	Up to 40/2Mbps	600	512k/512k
Bonded Internet Premium	$0	$359.95	$8,638.80	Up to 40/2Mbps	1200	512k/512k

*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors

** The Bonded Internet Bundle prices include cost of the Business Phone services.

Additional Line (Telstra Network) bundled 24 month contract – up to three additional lines per Bonded Internet plan

Plan	Setup Fee	Price per month	Total Minimum cost	Speed	Anytime Quota (GB)	Shaped Speed
Extra Bonded Line	$0	$140	$3360	Up to an additional 20/1Mbps	N/A	N/A

Bonded Internet Plans (Broadband2+) ADSL2+ Bundled 24 month Contract

Plan	Setup Fee	Price per month	Total Minimum cost	Speed	Anytime Quota (GB)	Shaped Speed
Bonded Internet Basic	$0	$249.95	$5,998.80	ADSL2+ (2 lines)	100	512k/512k
Bonded Internet Value	$0	$269.95	$6,478.80	ADSL2+ (2 lines)	300	512k/512k

Bonded Internet Enhanced	$0	$289.95	$6,958.80	ADSL2+ (2 lines)	600	512k/512k
Bonded Internet Premium	$0	$309.95	$7,438.80	ADSL2+ (2 lines)	1200	512k/512k
* The Bonded Internet prices include the cost of the Business Phone services.						

Additional Line Fee (24 month contract) – up to three additional lines per Bonded Internet plan

Plan	Setup Fee	Price per month	Total Minimum cost	Speed	Anytime Quota (GB)	Shaped Speed
Extra Bonded Line	$0	$100	$2400	Additional ADSL2+	N/A	N/A

23.37 NAKED DSL SERVICES

Residential Plans (Naked DSL)

Plan	Monthly Anytime Quota	Monthly Charge	Netphone Call Charges	Total Min Cost (no lock-in contract)
Naked 500	500GB	$59.99	Pay as you go	$119.98
Naked Liimitless/Unlimited	Liimitless	$69.99	Pay as you go	$129.98
Naked Liimitless/Unlimited Incl LNM Calls	Liimitless	$79.99	Includes calls to local, standard national & Australian mobiles	$139.98

All Residential Naked DSL plans included Netphone. Call inclusions vary by Naked DSL plan.

Excess Data fees

- All Plans: Nil. Both uploads and downloads count towards the Monthly Anytime Quota.
- Naked 500 Plan: Shaped to 256k/256k when the monthly quota is exceeded.

Naked DSL has a maximum possible speed of 24/1Mbps. Data transfer speeds to individual premises may differ. Maximum speeds may exceed capabilities of some hardware or software. Speeds could be slower and may vary due to various factors such as your distance

from your local telephone exchange, quality of your copper phone line and broadband equipment.

Set up fees
- Residential Plans: $59.95.
- Setup Fees are deducted from the bank account or credit card supplied in the Application on the Service Commencement Date (the date on which we notify you that the Service is ready for use).
- Telephone line connection fees may be payable.

Modem fees:
- Residential Plans: $59.95 plus $10 delivery.

Other fees:
- Not showing up to the Cutover appointment: $109
- Cancelling or re-scheduling the Cutover appointment less than three Business Days prior to the Cutover date: $109

Business Plans (Naked DSL)

Plan	Monthly Charge^	Total Minimum cost (no lock-in)	Total Minimum cost (24 months)	Included Calls	Anytime Quota (GB)
Business Naked Ultimate Bundle	$89.99	$169.94	$2159.76	None	Unlimited
Business Naked Value Bundle	$79.99	$159.94	$1919.76	Local, Standard National & Australian Mobiles	Unlimited

All Naked Business Plans include Netphone and is subject to our Acceptable Use Policy.

^BizPhone Bundle Discount: Bundle your Business Broadband plan with a BizPhone Line, Standard, Cordless or Premium plan and receive $9.99 discount off the broadband plan each month. Maximum of one discount per broadband plan. Discount ends when you cancel the broadband plan and/or the Bizphone plan.

Set up fees
- Business Plans (no lock in contract): $79.95.
- Business Plans (24 month contract): $0.
- Setup Fees are deducted from the bank account or credit card supplied in the Application on the Service Commencement Date (the date on which we notify you that the Service is ready for use).
- Telephone line connection fees may be payable.

Modem delivery fee:

- All plans: $10 to locations within Australia.

Other fees:

- Not showing up to the Cutover appointment: $109
- Cancelling or re-scheduling the Cutover appointment less than three Business Days prior to the Cutover date: $109

23.38 HOME & BUSINESS PHONE (PSTN)

Home Phone	Monthly fee	Call Costs
Home Phone monthly line rental	$29.95	-
Home Phone monthly line rental bundled with eligible broadband plan	$0.00	-
Home Phone Residential local calls		$0.20/call
Home to mobile calls	-	37c/min variable rate 44c flagfall up to $2.48 for first 20 minutes, then standard rates apply
13, 1300 calls	-	$0.40/call
National Calls*	-	17c/min variable rate 44c flagfall up to $1.98 for first 2 hours, then standard rates apply
International Calls	-	From 17c/min 44c flagfall up to $1.98 for first 30 minutes for 20 selected countries^ for other countries charges will vary; see our Website.

Home Phone	Monthly fee	Call Costs
1414 Override Calls	-	Not recommended. Charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	-	Charges will vary based on service used and call duration.

Home Phone (with incl LNM Calls)	Monthly fee	Call Costs
Home Phone (with incl LNM Calls) monthly line rental	$49.95	-
Home Phone (with incl LNM Calls) bundled with ADSL2+ Liimitless Incl LNM Calls. bundled with ADSL2+	$0.00	-
Home Phone Residential local calls		$0.00/call
Home to mobile calls	-	$0.00/call
13, 1300 calls	-	$0.40/call
National Calls*	-	$0.00/call
International Calls	-	From 17c/min 44c flagfall up to $1.98 for first 30 minutes for 20 selected countries^ for other countries charges will vary; see our Website.
1414 Override Calls	-	Not recommended. Charges will vary.

Home Phone (with incl LNM Calls)	Monthly fee	Call Costs
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	-	Charges will vary based on service used and call duration.

Business Phone	Monthly fee	Call Costs
Business Phone monthly line rental	$30.00	-
Local Calls		$0.00/call
Mobile calls	-	37c/min variable rate 44c flagfall up to $2.48 for first 20 minutes, then standard rates apply
13, 1300 calls	-	$0.40/call
National Calls*	-	$0.00/call
International Calls	-	From 17c/min 44c flagfall up to $1.98 for first 30 minutes for 20 selected countries^ for other countries charges will vary; see our Website.
1414 Override Calls	-	Not recommended. Charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls,	-	Charges will vary based on service used and call duration.

Business Phone	Monthly fee	Call Costs
Reverse Charge International, non-local fixed price.		

Ultimate Business Phone	Monthly fee	Call Costs
Business Phone monthly line rental	$0.00 but only as part of the Ultimate Business Bundle	-
Local Calls		$0.00/call
Mobile calls	-	$0.00/call
13, 1300 calls	-	$0.40/call
National Calls*	-	$0.00/call
International Calls	-	From 17c/min 44c flagfall up to $1.98 for first 30 minutes for 20 selected countries^ charges for other countries will vary; see our Website.
1414 Override Calls	-	Not recommended. Charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	N/A	Charges will vary based on service used and call duration.

Value Business Phone	Monthly fee	Call Costs
Value Business Monthly Rental Fee	$0.00 but only as part of the Value Business Bundle	

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Value Business Phone	Monthly fee	Call Costs
Local Calls	-	$0.20/call
National Calls*	-	17c/min variable rate 44c flagfall up to $1.98 for first 2 hours, then standard rates apply.
Mobile calls	-	37c/min variable rate 44c flagfall up to $2.48 for first 20 minutes, then standard rates apply.
13, 1300 calls	-	$0.40/call
International Calls	-	From 17c/min 44c flagfall up to $1.98 for first 30 minutes for 20 selected countries^ charges for other countries will vary; see our Website.
Override codes (such as 1414)	-	Not recommended, charges will vary.
Other Calls: For example, Information services calls, Domestic Satellite Calls, Directory Assistance, Call Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.	-	Charges will vary based on service used and call duration.

Phone plans require credit card or direct debit payment only.

Acceptable Use Policy applies.

Calls to mobile phones from Netphone and fixed line phone products are charged in 30 second blocks. Billing blocks for national and international calls will depend on your plan.

A 44c call connection fee applies to mobile, national long distance and international calls. Call limits available anytime and include 44c call connection fee.

^International Top 20 include UK, Germany, Hong Kong, Canada, USA, France, Netherlands, New Zealand, Singapore, Ireland, China, South Africa, South Korea, Indonesia, Italy, Japan, Malaysia, Sweden, Switzerland & Taiwan.

International calls using 0011 prefix only. Calls made using 0015 and 0018 prefixes are not included. Top international rates and limits apply to physical landlines in Top Countries only. International mobiles & special services numbers not included

*National calls are defined as Australian Geographic numbers (those prefixed with an area code) and would not include Premium services such as 13xx, 19xx, 18xx.

Connection Type	Phone Connection/Reconnection Fees	First Service Charge	Additional Service Charge
Line Activation	Telephone line connection: A working telephone socket exists from a previous connection and a technician is not required to visit your property or premises	$59	$59
Line Activation with Technical Visit	Telephone line connection with a technician visit: A previous telephone service existed at your premises and a technician is required to visit your property/premises to reconnect existing suitable cabling at the distributor and/or the first socket	$99*	$75.50*
New Line Installation	New Telephone line connection with a technician visit: (a) New telephone line connection - a telephone service has not previously been connected at your property or premises (although we may have previously installed cabling to your property or premises and you may be able to hear a dial tone); or (b) Telephone line connection with a technician visit with cabling work - a previous telephone service existed at your property or premises and one of our technicians is required to visit your property or premises to install and/or work on the cabling up to the first socket in the property or premises	$99*	$179*
Transfer	Change of Lessee	$59	$59

*Installations requiring additional work (e.g. connecting multiple ports or relocating ports at your premises) may incur additional charges, which will appear on the same invoice as the standard connection fee. Please discuss this with the technician attending your appointment before asking them to complete any such work.

Telephony Credit Management	**$2.86 once-off per occasion**

Call Connect	$1.10 per use – added to regular call cost

Home Phone Optional Services	Fee for Services	Additional Charges
Call Forward	Nil	Standard call charges apply to forwarded calls
Call Return	Nil	-
3-Way Chat	Nil	-
Call Back	Nil	-
Call Waiting	Nil	-
Message Bank	$6.00/month	Standard call charges apply
Calling Number Display	$6.00/month	-
Multiple Number	$6.00/month	-
Call Forward Selected Caller	$2.20/month	Standard call charges apply for forwarded calls
Remote Access	Nil	Standard call charges apply
Smart Ring	$4.40/month	-
Dual Phone and Fax Multiple Number	$6.00/month	Standard call charges apply
Line Hunt	$5.00/month, once off connection charge of $57.75. Changes or additions $57.75 per occasion	-
Silent Number	Nil	-
Call Diversion (Number Only)	$29.95/month	Call connection fee for STD distance & calls to mobiles ($0.39 per call). Community calls, concessional A/F calls and calls up to 50-85km and between 85km-165km and inter capital <745km, non

Home Phone Optional Services	Fee for Services	Additional Charges
		inter-capital calls between 165km and 745km and all calls over 745km ($0.20/min).
Call Blocking	Nil	$3.52
Call Control	3.00 per month	-

23.39 Fibre to the Home Plans

Residential Plans

Price per month	Speed*	Total Anytime (GB)	Shaping	Total Minimum Charge (no lock-in contract)
$59.90	12 / 1	50	256 / 256	$138.90
$69.90		250	256 / 256	$148.90
$89.90		500	256 / 256	$168.90
$99.90		1000	256 / 256	$178.90
$64.90	25 / 5	50	256 / 256	$143.90
$74.90		250	256 / 256	$153.90
$94.90		500	256 / 256	$173.90
$104.90		1000	256 / 256	$183.90
$79.90	100 / 40	50	256 / 256	$158.90
$89.90		250	256 / 256	$168.90
$109.90		500	256 / 256	$178.90
$119.90		1000	256 / 256	$188.90

All Residential Fibre to the Home Service offer Netphone.

All Residential Fibre to the Home Service plans are on no lock-in contracts.

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*These are maximum wholesale access port speeds. Data transfer speeds to individual premises may differ. Maximum speeds may exceed capabilities of some hardware or software. Speeds could be slower and may vary due to various factors such as number of users or connections, the end-user's hardware and software, the connection method (wireless, fixed or satellite), source and type of content downloaded.

Business Plans

Business Plans	Speed (Down/Up)	On Peak Quota	Off Peak Quota	Total Quota	Cost
Business Fibre 1 (12/1)	12/1Mbps	20 GB	20 GB	40 GB	$79.95
Business Fibre 1 (25/5)	25/5 Mbps	20 GB	20 GB	40 GB	$84.95
Business Fibre 1 (50/20)	50/20 Mbps	20 GB	20 GB	40 GB	$94.95
Business Fibre 1 (100/40)	100/40 Mbps	20 GB	20 GB	40 GB	$99.95
Business Fibre 2 (12/1)	12/1 Mbps	100 GB	100 GB	200 GB	$89.95
Business Fibre 2 (25/5)	25/5 Mbps	100 GB	100 GB	200 GB	$94.95
Business Fibre 2 (50/20)	50/20 Mbps	100 GB	100 GB	200 GB	$104.95
Business Fibre 2 (100/40)	100/40 Mbps	100 BG	100 GB	200 GB	$109.95
Business Fibre 3 (12/1)	12/1 Mbps	500 GB	500 GB	1000 GB	$109.95
Business Fibre 3 (25/5)	25/5 Mbps	500 GB	500 GB	1000 GB	$114.95
Business Fibre 3 (50/20)	50/20 Mbps	500 GB	500 GB	1000 GB	$124.95
Business Fibre 3 (100/40)	100/40 Mbps	500 GB	500 GB	1000 GB	$129.95

Set up fees:

- Business Plans (no lock in contract): $159.
- Business Plans (24 month contract): $79.

Modem fees:

- Business Plans (no lock in contract): $0.
- Business Plans (24 month contract): $89.

New Development Charge:

- All plans: $300, charge by our supplier from 15 November 2017 for any premises that is in a New Development Location.

Contract Break Fee:

- Business Plans (24 month contract): $80.

23.40 5G Home Broadband Services

Plan	Monthly Anytime Quota	Monthly Charge	Download Speed[1]	Upload Speeds[1]	Phone[2]	Total Min Charge (No lock-in contract)[3]
5G Home Broadband Premium Plan (Existing Customers)	Unlimited	$69.99	Up to a maximum off-peak speed of 100Mbps	Up to a maximum off-peak speed of 20Mbps	None	$69.99
5G Home Broadband Max Plan (Existing Customers)	Unlimited	$79.99	Max Speeds (the maximum download speed our 5G network can deliver to your device at the time and place you are using the service)	Max Speeds (the maximum upload speed our 5G network can deliver to your device at the time and place you are using the service)	None	$79.99
5G Home Broadband Premium Plan (New Customers)	Unlimited	$74.99	Up to a maximum off-peak speed of 100Mbps	Up to a maximum off-peak speed of 20Mbps	None	$74.99
5G Home Broadband Max Plan (New Customers)	Unlimited	$84.99	Max Speeds (the maximum download speed our 5G network can deliver to your device at the time and place you are using the service)	Max Speeds (the maximum upload speed our 5G network can deliver to your device at the time and place you are using the service)	None	$84.99

[1] 5G Home Broadband speeds are variable due to the source of the content being downloaded, hardware and software configuration, the number of users, location of the device, data-deprioritisation, network coverage and congestion. Data-deprioritisation means that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower 5G Home Broadband speeds as a result.
See our Speed Guide at **help.iinet.net.au/factors-affecting-fixed-wireless-broadband-speed**

[2] 5G Home Broadband is a data-only broadband service. It does not include a standard phone service. Some existing customers are offered the option to convert their existing NBN Phone service to a Virtual Phone. Virtual Phone enables you

to forward all incoming calls to an alternative phone number of your choosing (Standard Australian landlines/mobiles only). Making calls and other phone features are not available on Virtual Phone.

[3]Total Minimum Charge on no lock-in contract is one month of plan rental.

Excess Data fees

- 5G Home Broadband does not have any Excess Data fees.

Set up fees:

- All Plans: $0.

Modem fees:

- All Plans: $0 plus $0 delivery. If you cancel your plan within 36 months of connecting or if your order is withdrawn by us, you must return the 5G Home Broadband modem to us. If you do not return the modem within 21 days of your order being withdrawn or cancellation of your service, then you will be charged a modem non-return fee. The non- return fee is calculated as $17 multiplied by months remaining in the first 36 months. For example, if you leave after 24 months you would pay $17 x 12 (the number of remaining months), a total of $204.