

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. PHONE SERVICES

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

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Home Phone	Monthly fee	Call Costs
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.
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

IINET GROUP CRA – IINET PRICING SCHEDULE

Home Phone (with incl LNM Calls)	Monthly fee	Call Costs
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, 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^

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Business Phone	Monthly fee	Call Costs
		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.	-	Charges will vary based on service used and call duration.

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	N/A	Charges will vary based on service used and call duration.

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Ultimate Business Phone	Monthly fee	Call Costs
Connect, Sensis Calls, Reverse Charge, Conference Calls, ISDN, Telecard Calls, Reverse Charge International, non-local fixed price.		

Value Business Phone	Monthly fee	Call Costs
Value Business Monthly Rental Fee	\$0.00 but only as part of the Value Business Bundle	
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,	-	Charges will vary based on service used and call duration.

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

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	\$99*	\$179*

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Connection Type	Phone Connection/Reconnection Fees	First Service Charge	Additional Service Charge
	visit your property or premises to install and/or work on the cabling up to the first socket in the property or premises		
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
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Call Connect	\$1.10 per use – added to regular call cost
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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	-

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Home Phone Optional Services	Fee for Services	Additional Charges
Dual Phone and Fax Multiple Number	\$6.00/month	-
Line Hunt	\$5.00/month, once off connection charge of \$57.75. Changes or additions \$57.75 per occasion	-
Silent Number	\$2.93/month	-
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 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	-

Call Packs

Call Packs are not available as a standalone product.

Call Pack	Monthly fee	Included Call Value	Availability
International (PSTN)	\$10	All calls to standard landlines in top 20 destinations (as detailed on our website)	Home Phone & Business Phone
Local, National & Mobile (PSTN)	\$20	All calls to standard Australian landline and mobile numbers	Home Phone with Off-Net ADSL2+ Bundles Only
Mobile (PSTN)	\$20	All calls to standard Australian mobile numbers	Business Phone

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International (VoIP)	\$10	All calls to standard landlines in top 20 destinations (as detailed on our website)	Netphone, Business Netphone, Naked iiTalk, Business Naked iiTalk, AdamTalk, Enhanced Fibre Phone, Business Enhanced Fibre Phone
Mobile (VoIP)	\$10	All calls to standard Australian mobile numbers	Netphone (excludes Netphone with Naked DSL), Business Netphone (excludes Business Netphone with Naked Business Bundle), Naked iiTalk, Business Naked iiTalk, AdamTalk, Enhanced Fibre Phone, Business Enhanced Fibre Phone
Mobile (Business Netphone)	\$20	All calls to standard Australian mobile numbers	Business Netphone (with Naked Business Bundle)

Netphone Service

Netphone Service fees	Monthly fee	Call Costs
Netphone or Business Netphone Monthly Rental Fee	\$9.95	Local calls – \$0.00/call” National calls – \$0.00/call Acceptable Use Policy applies
Netphone when paired with NBN Liimitless/Unlimited Boost Incl LN Calls, NBN Liimitless/Unlimited MAX Incl LN Calls, NBN Fixed Wireless, Fibre to the Home, Cable 1, or VDSL2 1 & 2 plans.	\$0	Local calls – \$0.00/call National calls – \$0.00/call Acceptable Use Policy applies
Netphone when paired with Naked 250 & Liimitless/Unlimited, NBN Basic 250, NBN Liimitless/Unlimited Basic, NBN Liimitless/Unlimited MAX, Business Naked Value Broadband Bundle	\$0	Local calls - \$0.15 untimed National calls - \$0.15 untimed

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Netphone Service fees	Monthly fee	Call Costs
<p>Netphone when paired with Naked Liimitless Incl LNM Calls,, VDSL2 3, NBN Liimitless/Unlimited Boost Incl LNM Calls, NBN Liimitless/Unlimited MAX Incl LNM Calls</p> <p>Business Netphone when paired with VDSL2 Business 2 or Business Naked Ultimate Broadband Bundle</p>	\$0	<p>Local calls - \$0.00/call</p> <p>National calls - \$0.00/call</p> <p>Australian mobile calls - \$0.00/call</p> <p>Acceptable Use Policy applies</p>
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 and fixed line phone products are charged in 30 second blocks.

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

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iiNet Netphone Optional Services	Fee for Services	Additional Charges
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

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,	NA	Charges will vary based on service used and call duration.

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Service fees	Monthly fee	Call Costs
Telecard Calls, Reverse Charge International, non-local fixed price.		

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

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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 equal or 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.

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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 T42G handset rental)	\$129	\$49	\$0	\$29.95
Cordless (inc DECT W52P handset rental)	\$129	\$49	\$0	\$29.95
Premium (inc T48G handset rental)	\$199	\$99	\$0	\$49.95

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

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

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If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$179 will apply to each Standard (T42G) or Cordless (W52P) handset, and \$339 for each Premium (T48G) handset.

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

3. ADSL SERVICES (EXCLUDING NAKED DSL)

Connection fees for all Home and Business plans, and other plans with no Contract Term: \$79.95 Setup Fee + normal hardware costs if applicable.

This fee 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)

Special offers for connection fees will be available on our Website from time to time.

Reconnection or Relocation fee: \$59.95

Residential Plans (Telstra Network)

ADSL2+ Off-Net

Plan	Monthly Quota	Monthly Charge	Total Minimum Cost (no lock-in contract)	Total Minimum Cost (24 month contract)
ADSL2+ Off-Net 100	100GB (Anytime)	\$69.99	\$149.94	\$1,679.76
ADSL2+ Off-Net 200	200GB (Anytime)	\$79.99	\$159.94	\$1,919.76
ADSL2+ Off-Net 500	500GB ^(250GB+250GB)	\$89.99	\$169.94	\$2,159.76

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

^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.

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.

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.

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When an ADSL2+ Off-Net plan is taken on a 24 month Contract Term, the standard \$79.95 Setup Fee is waived. Break Fees may apply for cancellation prior to the end of the Contract Term.

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

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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
<p>*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors</p> <p>** The Business Bundle prices do not include cost of the Business Phone service.</p>						

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
<p>*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors</p>						

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Residential ADSL Plans (iiNetwork)

ADSL2+

Plan	Monthly Anytime Quota	Monthly Charge	Total Minimum Cost (no lock-in contract)	Total Minimum Cost (24 month contract)	Shaped Speed
ADSL2+ 250	250GB	\$59.99	\$139.94	\$1,439.76	256/256k
ADSL2+ 500	500GB	\$69.99	\$149.94	\$1,679.76	256/256k
ADSL2+ Liimitless/Unlimited	Liimitless	\$79.99	\$159.94	\$1,919.76	n/a
ADSL2+ Liimitless/Unlimited Incl LNM Calls	Liimitless	\$89.99	\$169.94	\$2,159.76	n/a

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+ 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.

When an ADSL2+ plan is taken on a 24 month Contract Term, the standard \$79.95 Setup Fee is waived. Break Fees may apply for cancellation prior to the end of the Contract Term.

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

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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 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
<p>*This describes the maximum speeds possible. Actual speeds may vary depending on multiple factors</p> <p>** The Bonded Internet Bundle prices include cost of the Business Phone services.</p>						

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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

IINET GROUP CRA – IINET PRICING SCHEDULE

4. NAKED DSL SERVICES

Setup fee for all Residential Naked plans is \$99.95 Setup Fee + normal hardware and telephone line connection fees if applicable. Setup fee is discounted to \$79.95 on a 24 month contract.

Setup fee for all Naked Business Value & Business 1-3 plans is \$150 Setup Fee + normal hardware and telephone line connection fees if applicable. Setup fee is discounted to \$79.95 on a 24 month contract.

Relocation fee for all Naked services is \$150

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).

Retarget Fee is \$109.

Residential Plans (Naked DSL)

Plan	Monthly Anytime Quota	Monthly Charge	Netphone Call Charges	Total Min Cost (no lock-in contract)	Total Min cost (24 month contract)
Naked 250	250GB	\$59.99	Pay as you go	\$159.94	\$1,519.71
Naked Liimitless/Unlimited	Liimitless	\$69.99	Pay as you go	\$169.94	\$1,759.71
Naked Liimitless/Unlimited Incl LNM Calls	Liimitless	\$79.99	Includes calls to local, standard national & Australian mobiles	\$179.95	\$1,999.71

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

Shaping: Both uploads and downloads count towards the Monthly Anytime Quota of your Naked DSL plan. The Naked 250 plan is Shaped to 256k/256k 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.

IINET GROUP CRA – IINET PRICING SCHEDULE

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.

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 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.

Modem delivery fee: \$10 delivery fee applies to all modems ordered with Business Naked Plans.

IINET GROUP CRA – IINET PRICING SCHEDULE

5. NBN SERVICES

NBN FTTP, FTTB and FTTN Service Residential Plans

Plan	Monthly Anytime Quota	Price	*Speed	^Netphone Call Charges	Total Min Charge (No lock-in contract)	Total Min Charge (24 month contract)
NBN 250 Basic	250GB	\$59.99	Up to 12/1Mbps	Pay as you go	\$139.94	\$1,439.76
NBN Liimitless/ Unlimited Basic	Liimitless	\$69.99	Up to 12/1Mbps	Pay as you go	\$149.94	\$1,679.76
NBN Liimitless/ Unlimited Boost Incl LN Calls	Liimitless	\$79.99	Up to 25/5Mbps	Includes calls to Local & Standard National	\$159.94	\$1,929.76
NBN Liimitless/ Unlimited Boost Incl LNM Calls	Liimitless	\$89.99	Up to 25/5Mbps	Includes calls to Local, Standard National & Australian mobiles	\$169.94	\$2,169.76
NBN Liimitless/ Unlimited MAX	Liimitless	\$99.99	Up to 100/40Mbps	Pay as you go	\$179.94	\$2,399.76
NBN Liimitless/ Unlimited MAX Incl LN Calls	Liimitless	\$109.99	Up to 100/40Mbps	Includes calls to Local & Standard National	\$189.94	\$2,649.76
NBN Liimitless/ Unlimited MAX Incl LNM Calls	Liimitless	\$119.99	Up to 100/40Mbps	Includes calls to Local, Standard National & Australian mobiles	\$199.94	\$2,889.76

IINET GROUP CRA – IINET PRICING SCHEDULE

All NBN FTTP, FTTB and FTTN Service Residential plans included Netphone. Call inclusions vary by NBN plan.

Shaping: Both uploads and downloads count towards the Monthly Anytime Quota of your NBN FTTP, FTTB and FTTN Service Residential plan. The NBN Basic 250 plan is Shaped to 256k/256k 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.

*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. For FTTB and FTTN, the quality of copper to and in customer premises and the distance to the network equipment may also affect speeds.

^Included calls subject to [Acceptable Use Policy](#).

Modem delivery fee: \$10 delivery fee applies to all Modems ordered with NBN FTTP, FTTB and FTTN Service Residential Plans, both charged and included modem offers.

Contract Options

Contract Options	Setup Fee
24 Months	\$0
No lock-in contract	\$79.95

*No access to hardware discounts on a No lock-in contract.

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)	Speed*	Included Calls	Shaped Speed
Business NBN Boost Essentials Bundle	300	\$69.99	\$149.94	\$1679.76	Up to 25/5Mbps	None	8/1Mbps

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Anytime Quota (GB)	Monthly Charge^	Total Min Cost (no lock in)	Total Min Cost (24 months)	Speed*	Included Calls	Shaped Speed
Business NBN Boost Value Bundle	Unlimited	\$79.99	\$159.94	\$1919.76	Up to 25/5Mbps	None	NA
Business NBN Boost Ultimate Bundle	Unlimited	\$89.99	\$169.94	\$2159.76	Up to 25/5Mbps	Local & Standard National & Australian mobiles	NA
Business NBN MAX Essentials Bundle	300	\$99.99	\$179.94	\$2399.76	Up to 100/40Mbps	None	8/1Mbps
Business NBN MAX Value Bundle	Unlimited	\$109.99	\$189.94	\$2639.76	Up to 100/40Mbps	None	NA
Business NBN MAX Ultimate Bundle	Unlimited	\$119.99	\$199.94	\$2879.76	Up to 100/40Mbps	Local & Standard National & Australian mobiles	NA

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

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

*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. For FTTB and FTTN, the quality of copper to and in customer premises and the distance to the network equipment may also affect speeds.

IINET GROUP CRA – IINET PRICING SCHEDULE

Business NBN Boost Essentials and Business NBN MAX Essentials plans: 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 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

Modem delivery fee: \$10 delivery fee applies to all modems ordered with NBN FTTP, FTTB and FTTN Service Business Plans.

NBN Fixed Wireless

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

All NBN Fixed Wireless Plans include Netphone

*These are maximum wholesale NBN 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.

Contract Options

Contract Options	Setup Fee
24 Months	\$0
No Fixed Term*	\$79.95

*No access to hardware discounts on a No Fixed Term contract. No access to Budii® rental if you are a new customer on a No Fixed Term contract.

IINET GROUP CRA – IINET PRICING SCHEDULE

NBN Long Term Satellite Service plans

Plan	Monthly Included Peak Quota^	Monthly Included Off-Peak Quota^	*Speed	Total Min Charge (No lock-in contract)	Total Min Charge (24 month contract)
NBN Satellite 60 Basic	20GB	40GB	Up to 12/1Mbps	\$139.94	\$959.76
NBN Satellite 60 Boost	20GB	40GB	Up to 25/5Mbps	\$144.94	\$1,079.76
NBN Satellite 120 Basic	40GB	80GB	Up to 12/1Mbps	\$149.94	\$1,199.76
NBN Satellite 120 Boost	40GB	80GB	Up to 25/5Mbps	\$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.

*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.

^ Peak Data usage times are 7am to 1am. Off-peak Data usage times are 1am to 7am. All usage is accounted in local time.

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

Contract Options

Contract Options	Setup Fee
24 Months	\$0
No lock-in contract*	\$99.95

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*No access to hardware discounts on a No lock-in contract.

NBN Fibre Phone

Fibre Phone Service fees	Monthly fee	Call Costs
Fibre Phone Monthly Rental Fee (only available when NBN Fibre is bundled with 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
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

IINET GROUP CRA – IINET PRICING SCHEDULE

iiNet Fibre Phone Optional Services	Fee for Services	Additional Charges
Call Return	NA	Call Charges Apply
Three way calling	NA	Call Charges Apply

Other Fees:

Plan Downgrades	\$29	All plan downgrades incur a \$29 fee.
New Line Connection Fee	\$297	Available only to NBN Business plans and applicable only if requested 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) subsequent installations;
- c) additional installations;
- d) changes to installations;
- e) cancelled appointments
- f) missed appointments (where you are not in attendance at the Premises at the agreed appointment time);
- g) repair, modification or removal of equipment;
- h) invalid faults (where you report a fault with your Service, and the issue is not with NBN Equipment);
- i) central splitter installations (where requested by you or required to resolve performance issues with your Service); and
- j) restored orders (where you ask for an order that has been put on hold to be reinstated).

6. FIBRE TO THE HOME SERVICES

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 Residential Fibre to the Home Service include Netphone

*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

IINET GROUP CRA – IINET PRICING SCHEDULE

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	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

Contract Options:

Contract Options	Setup Fee Cost	Budii Lite®	Budii®	Budii® with handset	Break Fee
24 Months	\$79	\$119	\$209	\$279	\$80*
No Contract	\$159	\$139	\$289	\$359	n/a

* If you purchased hardware you will be charged back the difference between the standard

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cost of the hardware and the discounted hardware purchase cost.

Other Fees:

Plan Downgrades	\$29	All plan downgrades incur a \$29 fee.
Incorrect Callout Fee*	\$297	Incorrect Callout Fee for Fibre to the Home incurs a minimum of \$297

* Where we attend your premises to repair a Fault reported by you, but we determine that there is no Fault or the Fault is caused by Your Equipment, we may charge you a fee of \$270 for attendance. You may be charged additionally for any extra materials used to repair Your Equipment or labour beyond 2 hours.

7. 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

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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
Webpace	10GB	15GB	20GB
Number of Backups	2	2	2
MySQL Databases	2	5	10
Database space	100MB	150MB	200MB
Traffic	100GB	150GB	200GB
WordPress, Joomla	✓	✓	✓
File Manager	✓	✓	✓
Parallels Control Panel	✓	✓	✓

Excess bandwidth = \$0.06 per Mb

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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
Ture 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
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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

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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

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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

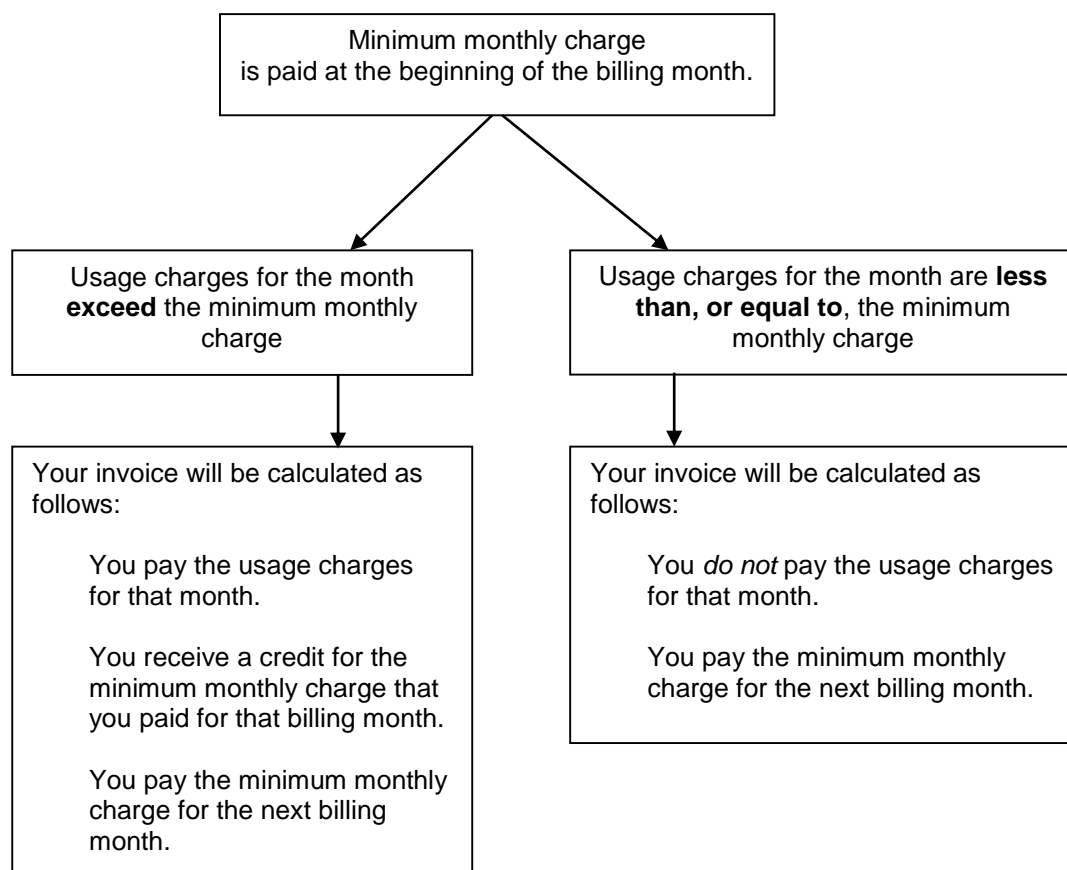
Storage and Bandwidth	Pricing
Storage per GB*	18c
Inbound Bandwidth per GB*	12c
Outbound Bandwidth per GB*	12c

Operating Systems and External IP's	Pricing
Linux	free
Windows Licensing Fee (per licence/hr)	2c
External IP's (per external IP/month) <i>(External IP's are not included in the minimum monthly charge)</i>	\$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.

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8. DATA PACK PRICING

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

9. TECHII™ PRICING

Service	Price
1 hour visit	\$99.00

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Service	Price
Additional 30 minute blocks (as required)	\$22.00

10. 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

11. IPTV SERVICES

Service Options

iiNet TV with Fetch/Adam TV with Fetch	Cost (Rent the Set Top Box)	Cost (Purchase Set Top Box)
Monthly Service Cost	\$5.00 per month	\$5.00 per month
Setup Fee	\$0.00	n/a
Set Top Box	\$5.00	\$299.00
Total cost per month	\$10.00 per month	\$5.00 per month

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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
Replacement Fee	Generation 1 Set Top Box: \$309.00 Generation 2 Set Top Box: \$299.00
Remote replacement	\$29.95
5-meter Ethernet cable	\$9.95
iiNet Wireless Bridge Device	\$119.00
PowerLine Adapter (PLA)	\$59.00

Break & Downgrade Fees

For Hired Set Top Boxes only	Cost	
	Contracts prior to 26 February 2013	Contracts from 26 February 2013 onwards
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
Downgrade Fee	\$29	\$29

Video On Demand Content Fee

Video on Demand Content	Cost
Library Titles	\$3.95
Standard Definition Titles	\$5.95
High Definition Titles	\$6.95

IINET GROUP CRA – IINET PRICING SCHEDULE

Subscription Packages

Subscription Packages	Monthly Cost
Entertainment Plus Pack	\$19.95
Taj Mahal	\$24.95
The Great Wall	\$19.95
Tiger Pack	\$19.95
Pinoy Pack	\$19.95
Korean Pack	\$14.95
Setanta	\$14.95
TVB Cantonese Pack	\$49.95
Sun South Indian	\$29.95

12. MOBILE VOICE FEES

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
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

IINET GROUP CRA – IINET PRICING SCHEDULE

Feature	\$19.99 Plan	\$29.99 Plan	\$39.99 Plan	\$49.99 Plan
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			
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. Mobile voice plans no longer for sale can be found in clause 23.

Other Fees

Description	Price
SIM / Micro-Sim (or replacement)	\$10.00
Plan downgrade	\$nil
Activation Fee	\$nil

IINET GROUP CRA – IINET PRICING SCHEDULE

13. IINET CABLE

Residential iiNet Cable Plans

Plan	Total Anytime (GB)	Price^	Download Speed*	Included Calls	Shaped Speed
Cable 1	1000	\$79.99	Between 80Mbps and 100Mbps	Local & Standard National	1Mbps/ 1Mbps

*Upload speed of up to 20Mbps. These are maximum iiNet Cable access port speeds. Data transfer speeds to individual premises may differ.

All residential Cable plans include Netphone

^Cable Special Offer

When Cable 1 is ordered on a 24 month contract, the monthly retail price is discounted by 50% for the first 12 months of the contract. The \$79.99 Cable 1 plan will then be charged at \$39.99 during months 1 to 12, and at \$79.99 thereafter. Offer expires 31 July 2016.

Business iiNet Cable Plans

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
\$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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

Contract Options: Residential Cable

Contract Options	Setup Fee Cost	Modem Cost (Arris Touchstone CM820)	Modem Cost (TG-1 WiFi Modem)
24 Months	\$59.99	\$0	\$0
No Contract	\$159.99	\$0	\$89

Contract Break Fees	0 to 6 months	7-12 Months	13-18 Months	19-24 Months
24 Months Option	\$200.00	\$150.00	\$100.00	\$80.00
No Contract Option	\$0	\$0	\$0	\$0

Contract Options: Business Cable

Contract Options	Setup Fee Cost	Modem Cost (Arris Touchstone CM820)
24 Months	\$0	\$0
No Contract	\$170.00	\$0

Contract Break Fees	0 to 6 months	7-12 Months	13-18 Months	19-24 Months
24 Months Option	\$250.00	\$150.00	\$100.00	\$50.00
No Contract Option	\$0	\$0	\$0	\$0

Other Fees:

Plan Downgrades	\$29	All plan downgrades incur a \$29 fee.
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IINET GROUP CRA – IINET PRICING SCHEDULE

14. IINET VDSL2

Residential iiNet VDSL2 Plans

Plan	Total Anytime (GB)	Price	Download Connection Speed*	Included Calls	Shaped Speed
VDSL2 1	1000	\$69.99	30Mbps	Local & Standard National	1Mbps/1Mbps
VDSL2 2	1000	\$79.99	Between 20Mbps and 80Mbps	Local & Standard National	10Mbps/10Mbps
VDSL2 3	1000	\$89.99	Between 20Mbps and 80Mbps	Local, Standard National & Australian mobiles	10Mbps/10Mbps

*Upload speed of up to 5Mbps on VDSL2 1, up to 20Mbps on VDSL2 2 & 3. These are maximum iiNet VDSL2 access port download/upload speeds. Data transfer speeds to individual premises may differ.

All residential VDSL2 plans include Netphone

Business iiNet VDSL2 Plans

Plan	Total Anytime (GB)	Price	Download Connection Speed*	Included Calls	Shaped Speed
VDSL2 Business 1	1000	\$89.99	Between 20Mbps and 80Mbps	Local & Standard National	20Mbps/20Mbps
VDSL2 Business 2	1000	\$99.99	Between 20Mbps and 80Mbps	Local, Standard National & Australian Mobile	20Mbps/20Mbps

*Upload speed of up to 20Mbps. These are maximum iiNet VDSL2 access port download/upload speeds. Data transfer speeds to individual premises may differ.

Residential and Business VDSL2 Contract Options:

Contract Options	Setup Fee Cost*	Modem Cost (Huawei HG658)
24 Months	\$59.99	\$0

IINET GROUP CRA – IINET PRICING SCHEDULE

Contract Options	Setup Fee Cost*	Modem Cost (Huawei HG658)
No Contract	\$159.99	\$60

*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.

Residential & Business VDSL2 Other Fees:

Plan Downgrades	\$29	All plan downgrades incur a \$29 fee.
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Modem delivery fee: \$10 delivery fee applies to all Modems ordered with a VDSL2 service, both charged and included modem offers.

15. WIMAX

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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

16. 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

17. 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

IINET GROUP CRA – IINET PRICING SCHEDULE

Deskphone	Applicable Fee
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.

18. 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

IINET GROUP CRA – IINET PRICING SCHEDULE

19. 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

In relation to PSTN Faults, if we attend your premises to repair a PSTN Fault reported by you, but we determine that there is no Fault or the Fault is caused by Your Equipment, we may charge you a fee of \$130 for attendance plus \$38 per 15 minutes there-after with a 15 minute minimum.

Amex & Diners Levy Charge

A 3% service fee is applicable on American Express (Amex) & Diners Club International (Diners) payments. The service fee applies in the following situations:

- when choosing Amex or Diners as the preferred payment method at the time of signing up for your service(s) with iiNet
- when changing from your existing payment method with iiNet to Amex or Diners

Customers will have the fee waived when:

- updating the expiry date on the existing Amex or Diners card
- changing from an existing to a new Amex or Diners card

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.

Downgrade Fee

We may charge you a fee of \$29 whenever you change your product to one of equal or lesser value.

IINET GROUP CRA – IINET PRICING SCHEDULE

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.

IINET GROUP CRA – IINET PRICING SCHEDULE

20. EQUIPMENT

Hardware and Software

Hardware	Contract	
	None/ 12 months	24 months
iiNet Wireless Bridge	\$59.95	-
iiNet Wireless Bridge (pair)	\$119	-
Huawei HG658	\$60	\$0
Huawei HG532	-	\$0
PowerLine Adapter	\$59.00	-
Cisco 867VAE Wireless Router		\$199
Technicolor TGII Net-1 (TG-1)	\$89	\$0

Hardware	Pricing
iiNet Piix® Digital Photo Frame+SIM	24 month Service Term: \$50 + \$0 per month*
Gigaset A220 Handset	\$79

* \$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, Residential ADSL2+, Off-Net ADSL2+, or Business On-net service, both charged and included modem offers.

IINET GROUP CRA – IINET PRICING SCHEDULE

21. CONTRACT BREAK FEES

Product	Type	Tenure (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
Business ADSL2+ Off-Net	Telstra network	\$202	\$135	\$104	\$72
	Telstra network (bundled)	\$243	\$163	\$127	\$94

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

IINET GROUP CRA – IINET PRICING SCHEDULE

Product	Type	Tenure (months)			
		<6	7 to 12	13 – 18	19 -24
VDSL2	Contract Break Fee	\$200	\$150	\$100	\$80

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

Product	Type	Tenure (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	Tenure (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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

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

Product	Contract	Type	Tenure (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 Residential Plans (24 Month contract)	Contracts from 14 May 2013 onwards	Contract Break Fee	\$200	\$150	\$100	\$80
NBN Long Term Satellite Service plans	Contracts from 4 Oct 2016 onwards	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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

22. IINET GROUP BILLING POLICY

22.1 We may bill you:

- (a) for recurring or fixed charges, in advance (for example, line rental charges);
- (b) for variable charges, in arrears (for example, call charges);
- (c) for installation or set-up charges, after installation;
- (d) for any equipment you purchase or Rent from us;
- (e) for any other charges set out in your Application or the Pricing Schedule, in accordance with the Pricing Schedule or the Service Description.
- (f) using another invoice in the same month for billing alignment purposes where applicable; and
- (g) for any amount owing to any iiNet Entity in accordance with clause 22.1.

22.2 We will bill you in accordance with the billing period described in the Service Description or Pricing Schedule. We can also issue an interim bill in the following circumstances:

- (a) you change your existing plan;
- (b) you request a new service to be connected;
- (c) you relocate an existing service; or
- (d) you request to be invoiced for any 'unbilled' charges.

22.3 Bills will be calculated by reference to data recorded, logged or received by our Suppliers and us. You acknowledge that in calculating charges we need only look at that data as recorded, logged, or received by our Suppliers or us.

22.4 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. We will not bill for charges older than 160 days from the date the charge was incurred.

22.5 We may reissue any bill if any error is subsequently discovered. If you have overpaid as a result of a billing error, your account will be credited with the overpayment or, if you have stopped acquiring the Service from us, we will refund the overpayment promptly after your request and after deduction of any other amounts due by you to any iiNet Entity.

IINET GROUP CRA – IINET PRICING SCHEDULE

- 22.6 Subject to clause 22.12 (Billing Disputes), you must pay each amount billed by the due date specified in the bill and in the manner specified in the Service Description or the Pricing Schedule.

Credit card and direct debit payments

- 22.7 If you choose to pay by direct debit or credit card you acknowledge and agree that:
- (a) you must give us at least 14 days prior notice if you no longer wish to pay by direct debit or credit card;
 - (b) you must provide to us current and valid credit card or direct debit details;
 - (c) your credit card or direct debit account will be debited on the due date of a bill unless your payment for that bill is made by other means and is received by us prior to that date;
 - (d) paying by American Express or a Diners Club card will incur an additional charge as outlined in the Pricing Schedule; and

you may be charged additional fees in accordance with clauses 22.8 and 22.9 if your payment is late or dishonoured as a result of you not complying with this clause 22.7.

Late or dishonoured payments

- 22.8 If you do not pay a bill by its due date, then:
- (a) you must pay our reasonable expenses and costs in recovering payment from you such as the costs of engaging a mercantile agent to collect the overdue amounts; and
 - (b) we can suspend or cancel the Service in accordance with clause 12.3(a) of the General Terms.
- 22.9 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 the cheque is dishonoured,

we reserve the right to pass on any decline fee.

Right of set-off

- 22.10 You must pay the charges in the bill without any set-off, counter claim or deduction.
- 22.11 If you owe to any iiNet Entity an outstanding debt which is not the subject of a valid billing dispute and you no longer acquire a service from that iiNet Entity, we may apply the debt to your current account and bill you for it. You must pay the outstanding amount by the due date specified on your bill or we may take action in accordance with clause 22.8.

Billing Disputes

- 22.12 If you wish to dispute a charge or fee in a bill, you must follow our complaint handling process described on our Website at: https://iihelp.iinet.net.au/complaints_escalation_process, <http://www.westnet.com.au/legal/complaints-escalation-process.html> or <http://www.adam.com.au/legal>.
- 22.13 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 this clause 22.

Consequences of suspension

- 22.14 If the Service is suspended in accordance with our CRA, then you will not have to pay any charges for the Service while it is suspended. However, if the Service is suspended by reason of any of the circumstances referred to in clause 12.3 of the General Terms, or at your request under clause 12.9 of the General Terms, you must pay a reconnection fee as set out in the Pricing Schedule prior to the expiration of the suspension and recommencement of the Service.

Consequences of cancellation

- 22.15 If the Service is cancelled for any reason you still have to pay all charges incurred before cancellation. We will refund any overpayment on your account and any money that you have paid in advance for the cancelled Service on a pro-rata basis to you (excludes Call Packs). However, subject to clause 22.12 (Billing Disputes), we can deduct from your refund any amount that you owe to us, such as charges you have incurred before cancellation or any applicable Break Fee.

IINET GROUP CRA – IINET PRICING SCHEDULE

23. LEGACY SERVICES AND PLANS

We retire services and plans from time to time. In this section you will find pricing terms that apply to services and plans that are no longer offered to new customers but continue to be acquired by existing customers.

23.1 Combo Bundle (retired)

Minimum standards table	Broadband2+ Combos		Broadband1 Combos	
	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

IINET GROUP CRA – IINET PRICING SCHEDULE

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
Plan change fee	The plan change fee applied when the Broadband Service is downgraded to a plan of equal or lesser value.	\$29

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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

For Hired Set Top Boxes Only (Cancellation Return Fee)	Contract Tenure				
	< 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

Downgrade fee for DSL applies: \$29

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

IINET GROUP CRA – IINET PRICING SCHEDULE

23.3 Phone 2, Phone 3 (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 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.

IINET GROUP CRA – IINET PRICING SCHEDULE

Phone 3 Full Phone Service	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.	NA	Charges will vary based on service used and call duration.

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

IINET GROUP CRA – IINET PRICING SCHEDULE

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	\$200
b) after month 6	\$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	\$150
b) after month 6	\$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.

IINET GROUP CRA – IINET PRICING SCHEDULE

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 20/1Mbps	N/A	256/128k

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 20/1Mbps	N/A	256/128k

23.7 NBN Fibre Service Residential Plans (Grandfathered)

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

IINET GROUP CRA – IINET PRICING SCHEDULE

\$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	50 / 20	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 / 40	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

23.8 NBN Fixed Wireless Plans (Grandfathered)

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	256/25 kbps
NBN-2	100	100	200	\$59.95	12/1 Mbps	2am - 8am	256/25 kbps

IINET GROUP CRA – IINET PRICING SCHEDULE

NBN-3	20	20	40	\$54.95	25/5 Mbps	2am - 8am	256/256 kbps
NBN-4	100	100	200	\$64.95	25/5 Mbps	2am - 8am	256/256 kbps

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	256/256 kbps
NBN-2	100	100	200	\$49.95	12/1 Mbps	2am - 8am	256/256 kbps
NBN-3	20	20	40	\$44.95	25/5 Mbps	2am - 8am	256/256 kbps
NBN-4	100	100	200	\$54.95	25/5 Mbps	2am - 8am	256/256 kbps

23.9 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

IINET GROUP CRA – IINET PRICING SCHEDULE

Residential Plans	Speed (Down/Up)	On Peak Quota	Off Peak Quota	Total Quota	Cost
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

23.10 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

IINET GROUP CRA – IINET PRICING SCHEDULE

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.

23.11 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.

23.12 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

IINET GROUP CRA – IINET PRICING SCHEDULE

Service fees	Monthly fee	Call Costs
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.

23.13 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

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Wireless Card for a Laptop (F5D-7010au)	\$64.95
Symantec Internet Security Bundle	\$85.00
Symantec Norton Anti Virus	\$50.00

23.14 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.						

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)

IINET GROUP CRA – IINET PRICING SCHEDULE

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

23.15 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

23.16 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 hardware options 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: <ul style="list-style-type: none"> SIM only (byo)
	3G Mobile Broadband 4 GB	
	3G Mobile Broadband 8 GB	

IINET GROUP CRA – IINET PRICING SCHEDULE

Data Usage Plan		Hardware options
3G Business Plans	3G Mobile Broadband - Business 4 GB	<ul style="list-style-type: none"> • MobiiConnect (Compatible for both 3G and 4G services) • MobiiHotspot (Compatible for both 3G and 4G services) • Tablet
	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.

IINET GROUP CRA – IINET PRICING SCHEDULE

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

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Monthly usage quota	Unbundled cost per month	Bundled ⁽³⁾ cost per month	Excess usage charge
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

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Monthly usage quota	Unbundled cost per month	Bundled ⁽³⁾ cost per month	Excess usage charge
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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

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⁽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.

IINET GROUP CRA – IINET PRICING SCHEDULE

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.

23.17 VDSL2 (Grandfathered)

Residential VDSL2

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

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

IINET GROUP CRA – IINET PRICING SCHEDULE

Price per month	Speed*	Anytime Quota (GB)	Shaping
\$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.

23.18 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
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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

23.19 Mobile Voice Plans (Grandfathered)

Residential Plans

Feature	\$15 Plan	\$30 Plan	\$40 Plan	\$45 Plan	\$60 Plan
Minimum monthly charge	\$15	\$30	\$40	\$45	\$60

IINET GROUP CRA – IINET PRICING SCHEDULE

Feature	\$15 Plan	\$30 Plan	\$40 Plan	\$45 Plan	\$60 Plan
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				
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	400 MB	2 GB	2 GB	4 GB	3 GB

IINET GROUP CRA – IINET PRICING SCHEDULE

Feature	\$15 Plan	\$30 Plan	\$40 Plan	\$45 Plan	\$60 Plan
internet service (excl. mobile broadband)					
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
Plan downgrade	\$nil
Activation Fee	\$nil

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

IINET GROUP CRA – IINET PRICING SCHEDULE

Feature	\$14.95 Plan	\$29 Plan	\$49 Plan	\$59 Plan	\$69 Plan
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				
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

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan downgrade	\$nil
Activation Fee	\$nil

23.20 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
ADSL2+ Home-4	500	\$99.95	ADSL2+	256k/256k

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

23.21 Residential Broadband 1 Plans – Telstra Network (Grandfathered)

IINET GROUP CRA – IINET PRICING SCHEDULE

Broadband1 Unbundled (ADSL1):

Plan	Peak (GB)	Off-Peak(GB)	Total	Price	Speed*	Off-Peak times	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 20/1Mbps	N/A	256/256k
Home-3	150	150	300	\$49.95	1500k/256k	2am-8am	256/256k
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

IINET GROUP CRA – IINET PRICING SCHEDULE

Plan	Peak (GB)	Off-Peak (GB)	Total	Price	Speed*	Off-Peak times	Shaped Speed
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							

23.22 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

23.23 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

IINET GROUP CRA – IINET PRICING SCHEDULE

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

23.24 Residential NBN FTTN, FTTB and FTTN Service Residential Plans (Grandfathered)

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.

IINET GROUP CRA – IINET PRICING SCHEDULE

23.25 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	Contracts from 14 May 2013 onwards	Contract Break Fee	\$200	\$150	\$100	\$80

23.26 Residential NBN Interim Satellite service

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

IINET GROUP CRA – IINET PRICING SCHEDULE

*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.