

Critical Information Summary



NBN Internet

Information about the service

The National Broadband Network is a fibre to the home/business (FTTH) open-access network in planning. The NBN Fibre service is a broadband internet service which uses the Optical Fibre Access Network to deliver Internet connectivity at the Network Boundary Point at your premises.

(Ref: http://en.wikipedia.org/wiki/Internet_in_Australia#National_Broadband_Network)

The service

The NBN services offered are high speed broadband and phone services, via the National Broadband Network with unlimited data allowance.

Service speed categories

NBN speed categories on offer are:

- Up-to 12Mbps download & 1Mbps upload
- Up-to 25Mbps download & 5Mbps upload
- Up-to 25Mbps download & 10Mbps upload
- Up-to 50Mbps download & 20Mbps upload
- Up-to 100Mbps download & 40Mbps upload

Mbps means Megabits per second

Information about pricing

Monthly charges

Pricing is subject to feasibility and capacity checks at the time of order

Plan Name	Monthly Included Data	Download/Upload Speed	Monthly Charge	Total Minimum 12 Month Contract	Total Minimum 24 Month Contract	IP Address	Data Contention
Enterprise Plans							
PLUTO	Unlimited	12/1	\$68	\$816	\$1,632	Static	1:1
NEPTUNE	Unlimited	25/5	\$87	\$1,044	\$2,088	Static	1:1
URANUS	Unlimited	25/10	\$95	\$1,140	\$2,280	Static	1:1
SATURN	Unlimited	50/20	\$115	\$1,380	\$2,760	Static	1:1
JUPITER	Unlimited	100/40	\$140	\$1,680	\$3,360	Static	1:1

Broadband speeds

Speeds can vary due to quite a number of factors, including the type of technology that is available at your address. Speeds may also be slower when your devices are connected by Wi-Fi rather than Ethernet cable. Although we provide a 1:1 data contention service on the enterprise plans it is no guarantee that bottlenecks won't exist somewhere in the NBN or target network.

Minimum term

The service is available with a minimum term of 12 months, 24 months or 36 months.

Setup charges

Contract Options	Setup Charge	Comment
New Customer: 12 Month Contract	\$20	This option is our minimum term contract (excludes hardware).
New Customer: 24 - 36 Month Contract	\$0	This option has no setup fee, and is recommended for any new customer (excludes hardware).
Existing Customer:	\$0	Existing i.net.au customers who are out of contract can switch to the NBN at the same address with no setup fee (excludes hardware).
Existing Customer:	\$0	Customers can roll over an existing ADSL contract (without an early cancellation charge for ADSL) to the NBN at the same address (excludes hardware).

All of the above pricing is based off of basic setup; Full setup will include additional charges as required

Information about extra fees

A service fee may be charged where the speed of the service is altered.

Setup fees are based on standard installations where extra cabling doesn't apply.

We reserve the right to withdraw or update this offer at any time.

NBN service above excludes phone.

Basic enterprise setup doesn't include an NBN capable modem. Full setup: if a tech is required onsite to setup your service.

Additional once off \$300 (inc GST) nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.

Cancellations

Early termination charges - The remaining months of the contract will be requested as a final payment.

Equipment ownership - Where supplied the "Huawei_HG659" modem remains property of I.NET.AU and must be returned within 30 days of termination of the service.

Other information

Service availability

The service is not available to all areas, homes or customers. While we perform preliminary qualification checks upfront for broadband service availability, the type of service offered (the nbn™ network, ADSL, ADSL2) may be subject to further qualification checks to determine what is available at your location. If we are unable to connect all your Bundle services, we will attempt to contact you to discuss further options first.

Mandatory components

You will require an NBN compatible modem or router to connect your NBN Broadband service. Please contact us for further information.

Important conditions

This service may not be available at your location. Please contact us for verification.

Usage Information

If you wish to see your bandwidth usage, you may request a usage information report from our contact form: <https://i.net.au/contact-us>

Customer service contact details

You can contact us on **03 9885 4655** or emailing sales@i.net.au or directly to your sales representative.

Complaints handling

If you wish to make a complaint, please contact us using our online contact form at <https://i.net.au/contact-us>

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the [TIO website](#)