



Critical Information Summary Metered Network Data Plans

Information about the Service

A *Metered Network Data Plan* is required when ever a network service (ie. access, hosting) indicates metered data use. A single data plan will consolidate the usage from one or more services. Therefore, normally, there will only be a single data plan required per customer.

Information about Pricing

All *Metered Network Data Plans* are calendar monthly only; The first month will be calculated as a pro-rate from the date your service is ready and then renewed on the 1st of each month from then on.

Data usage is defined as the sum of inbound (received) data and outbound (transmitted) data, transferred to and from the Internet by you, between 7am to 7pm AEST.

The minimum purchase is billed in advance at the start of each month. Any additional use for the month is billed in the following month.

Metered Network Data Plan changes are free and take effect from the start of the next billing period.

Plan Fees

| Plan | Minimum Purchase |
|--------------|---|
| \$1.000 / GB | No minimum purchase - Only pay for what you use |
| \$0.200 / GB | Minimum purchase \$8.00 / 40GB per month |
| \$0.180 / GB | Minimum purchase \$18.00 / 100GB per month |
| \$0.168 / GB | Minimum purchase \$37.00 / 220GB per month |
| \$0.130 / GB | Minimum purchase \$65.00 / 500GB per month |
| \$0.085 / GB | Minimum purchase \$85.00 / 1000GB per month |
| \$0.050 / GB | Minimum purchase \$100.00 / 2000GB per month |

Other Information

Usage Information

You can access your current usage by logging into your account at <https://secure.iig.com.au/user>.

Customer support

Email: support@iig.com.au

Phone: 07 3193 2300

Complaint handling

If you have complaint about your service or a dispute with IIG, email support@iig.com.au with a detailed explanation of the problem so we can assist you to find a resolution.

Financial Hardship Assistance

We understand that sometimes, events in your life may impact your ability to meet your financial obligations. We offer a number of options to assist in these circumstances. A copy of IIG's Financial Hardship Policy can be found here www.iig.com.au/pdf/document/financial_hardship_policy.

Further options

If you are not satisfied with our handling of your complaint, you can contact the Telecommunications Industry Ombudsman by telephone 1800 062 058. For further contact information, visit their site at www.tio.com.au/about-us/contact-us.

Please go to www.iig.com.au/contact if you have any questions or require further information regarding this document.
Alternately you can email support@iig.com.au or call us on 07 3193 2300.