Internet Information Group
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Critical Information Summary

NBN Fibre to the Node or Building (FTTN or FTTB) 25 / 5 Mpbs

Information about the Service

The National Broadband Network (nbn™) is a next-generation broadband network designed for Australia's future needs. It will provide faster, more reliable broadband and more competitive telephone access to all Australian homes and businesses through a mix of technologies including Fibre to the Premises (FTTP), Fibre to the Node or Building (FTTN or FTTB), Fixed Wireless (WIFI) and Hybrid Fiber-Coaxial (NFC).

Coverage

The nbn network is not available to all areas, buildings or customers. We can perform service qualifications and advise what type of services (if any) are available to you.

Fibre to the Node or Building (FTTN or FTTB)

Fibre to the Node or Building (FTTN or FTTB) is delivered using copper cable. There is no onsite infrastructure provided and it relies on a compatible VDSL router to connect. Where the copper cable used carries voice services also, a suitable central filter **MUST** be installed.

NBN Fibre to the Node or Building only offers "up to" or "best effort" on any sync speed above 25Mbps inbound and or 5Mpbs outbound.

Contract term

This service is available on a 24-month minimum term, a 12-month minimum term or a casual term.

Information about pricing

24-Month	12-Month	Casual
$55 per month The minimum amount you will pay over 24 months is $1320.	**$58 per month** The minimum amount you will pay over 12 months is $756, including a $60 activation fee in the first month.	**$61 per month** The minimum amount you will pay for one month is $231, including a $170 activation fee in the first month.

- Service is billed from the activation date to the 1st of the following month, and in calendar months there on.
- Service includes a no minimum purchase, "only pay for what you use" network data plan.
- You are free to nominate or change to a different data plan as required.
- See www.iig.com.au/pdf/document/critical_information_summary_metered_network_data_plan for details.

Establishment Costs

- Activation Fee - This enables the port only and does not provide onsite installation:
  - $0 on a 24-month contract
  - $60 on an 12-month contract
  - $170 on a casual plan
- Other Installation Fees - Some of the following fees may apply:
  - You are in a new development not yet connected, NBN Co may charge $330 to connect your service
  - Activating an Inactive Copper Pair (no live phone number) - $330
  - Installation of a new copper cable - $330
  - Installation of a suitable central filter - $220

  When applicable, we will bill these charges to you.

Hardware

You will need equipment to use your service. You can use your own provided it is compatible with the service or you can purchase equipment from us configured ready for use.

At a minimum, your equipment must support PPPoE and VDSL2+ with vectoring (generally promoted as "NBN Ready").

Changing your service speed

You may modify your NBN service speed as required for a fixed fee of $35 each request.

Moving

To move your NBN service to a new location, you must cancel your current service and order again at the new location. If your current service is in contract, you will be charged an Early Termination Fee.

Early termination

If you connect on a 24-month or 12-month contract, and you cancel your service, transfer it to another provider or move it to another location within the initial contract period, you will be charged an Early Termination Fee.

24-Month	12-Month	Casual
Up to $554 Being a $170 disconnection fee and $16 per month remaining on the contract as contract tenure. Contract tenure can be credited to a new, replacement service, with equal or longer contract period.	**Up to $302** Being a $110 disconnection fee and $16 per month remaining on the contract as contract tenure. Contract tenure can be credited to a new, replacement service, with equal or longer contract period.	**NIL**

Other information

- All usage is subject to our policies:
  - General Terms and Conditions - www.iig.com.au/gtc
  - Acceptable Use Policy - www.iig.com.au/aup
- Speeds indicated are the transmission rates. Actual network speeds will be subject to network configuration, dimensioning, overhead, line quality, customer premises interference, distance from the node, node type, method of data transmission, hardware and software configuration and other technical parameters.

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.