Internet Information Group
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Critical Information Summary
Network Extra (NBN TC-4 12 / 1 Mbps)

Information about the Service

Network Extra provides high-quality, dedicated Internet connectivity to customers and offers the power and reliability of a carrier-grade network combined with the flexibility, scalability and cost effectiveness of a purpose-designed solution.

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.

Traffic Class 4 (TC-4) – Designed for business internet and standard data services

TC-4 is designed primarily for general internet and standard data services and has the following features:

- Available across all access technologies
- Asymmetrical download and upload speeds
- A 'best effort' service suitable for non-critical business data applications

Multiple access technologies

By providing access to data traffic over Fibre to the Premises (FTTP), Fibre to the Basement (FTTB), Fibre to the Node (FTTN), Fibre to the Curb (FTTC), Hybrid Fibre Coaxial (HFC) and Fixed Wireless (WIFI), we're able to provide solutions for your residential and business sites.

Contract term

This service is available on a 12, 24 or 36 month minimum initial period.

Information about pricing

12-Month	24-Month	36-Month
$80 per month You will pay $1026 over 12 months, including a $66 activation fee in the first month.	**$80 per month** You will pay $1953 over 24 months, including a $33 activation fee in the first month.	**$80 per month** You will pay $2880 over 36 months.

- Service is billed from the activation date to the 1st of the following month, and in calendar months there on.
- Where applicable, the activation fee will be included in the first invoice.
- Service includes all data usage. Data usage monitoring and reporting is not offered.

Establishment Costs

- **Activation Fee**
  - $66 on a 12-month contract
  - $33 on an 24-month contract
  - $0 on a 36-month contract

  This provides for the activation of the service only and may include:
  - jumpering and or tagging of the line
  - a network termination device (NTD)

- **Subsequent Installation Fees**
  Some of the following fees may apply. When applicable, we will bill these charge to you.
  - Inactive Copper Pair (no live phone number) - $330
  - Installation of a new copper cable - $330
  - NBN Co's New Development Fee - $330
  - Additional Labour and Material charges

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 router must support the service interface and be able to process traffic at or beyond the provisioned speed. In general, those marketed as "NBN Ready" for NBN and Fibre services or any ADSL2/2+ compliant device for ADSL.

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 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 as described in the Termination section.

Termination

Early termination is not available with the service. The pricing for your service have been set based on you acquiring and maintaining the service for the full initial period nominated in the order.

Notwithstanding any other condition contained in Services Agreements between you and IIG, the service must be maintained for the minimum term specified in the order (i.e. the initial period).

If you cancel your service, transfer it to another provider or move it to another location (breach this clause), you must pay IIG the remainder of the contract minimum applicable at the time of termination.

On request, you must return the NTU to IIG within 14 days of the service termination. IIG reserves the right to charge a fee of $660 if you fail to return the NTU in accordance with this clause.

Other information

- TC-4 services are provided on a "best effort" basis up to the configured maximum speed.
- 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.
- All usage is subject to our policies:
  - General Terms and Conditions - www.iig.com.au/gtc
  - Acceptable Use Policy - www.iig.com.au/aup

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.