

## New Plans

### What's happening?

On Friday 20 August 2010, we're rolling out a new range of plans. On top of massive new quotas, you'll find simplified plans to make picking the right plan a cinch.

You'll be able to sign up or upgrade from 6am WST on this day using our online account management tool - [Toolbox](#).

### What's changing? What do the new plans look like?

For tables and more, run through our iiNet "The Age of the Terabyte" press release available from our [iiNet Press archive](#).

### Wow! What am I going to do with a terabyte?

A terabyte (TB) works out to be a trillion bytes or 1,000 gigs and is... well, pretty big.

With all this quota, you'll have plenty of room to move online and never need to think about hitting quota limits again! So, YouTube, watch catch-up TV, game online and loads more 'til your heart's content.

### How will the network cope with customers and the new hi-data allowances?

The iiNetwork is one of the most technologically advanced DSLAM networks in Australia. We don't expect any negative impact to the network with additional traffic.

### How else are we sharing the news about new plans?

[www.iinet.net.au](http://www.iinet.net.au) will be updated on Friday 20 August 2010 to show plan changes.

Existing customers can also expect an email in their inboxes, plus a story in September's edition of [iiNews](#).

Keep an eye on our social media pages ([Facebook](#) & [Twitter](#)) and [Whirlpool](#) too.

### Why are we now including 'uploads' in customer quota?

Counting uploads means that we're able to offer customers much more quota overall.

### What happens to existing customers? Will they be moved automatically to a new plan?

For Naked Residential customers, where there's a *similar* or *better* plan at a matching price, we'll automatically move you to a higher-quota plan at no extra cost. No need to lift a finger at all.

All other customers will have the choice of sticking with their existing plan or moving across to a new one.

For folks who do nothing, their plan will remain exactly the same. Customers wanting to take advantage of one of our great new plans can make the change in [Toolbox](#) from Friday 20 August 2010.

### What about downgrade fees for existing customers?

Good news! We're waiving the \$29 downgrade fee which usually applies.

Normally, when a customer switches to a broadband plan of equal or lesser value a \$29 downgrade fee comes into play. This isn't the case for customers who take up one of the new plans we're launching.

### What about iiNet's Reach plans?

At this stage, we're not rolling out any changes for our Reach plans, Business or Residential.

For more information, please call our Support Team on **13 22 58** or email [support@iinet.net.au](mailto:support@iinet.net.au).

## Business customers

For broad overview of what's new, run through the notes on page one. Here's a round of extra questions for business customers.

### Are the new plans available to business customers?

They sure are. Our new plans are available to both residential and business customers.

### What are the advantages of a Business plan compared with a Residential plan with the same quota allowance?

Our Business plans come loaded with a bevy of extras to keep your business online. Benefits include priority business support (Mon-Fri, 6am - 6pm WST), static IP addresses, a faster shaping speed of 512k, flexible payment options and more. Watch our video which answers [Why iiNet Business](#).

### What's happened to the old 'anytime' quota'?

We're introducing peak & off-peak periods to line up with our Residential plan range. Introducing peak and off-peak periods means we're able to give more quota overall. It also allows us to balance traffic over the network for high and low usage.

### I'm a Naked Business customer. What's changed for me?

We've made great changes to most of our Naked Business plans. For details on how your plan may have been upgraded, visit the "The Age of the Terabyte" press release available from our [iiNet Press archive](#).

If your plan is changing, you'll also receive an email from us shortly that spells out what to expect. You can also double check your quota allowance online at anytime by logging into [Toolbox](#), your DIY account management tool.

If you're a business customer looking for more info, please call our priority Business Support Team on **13 24 49** or email [bizsupport@iinet.net.au](mailto:bizsupport@iinet.net.au).