Critical Information Summary:
IINET 5G HOME BROADBAND

Information About The Service

Service Description

iiNet 5G Home Broadband is a fixed wireless service which utilises our 5G network. The service includes Unlimited Data for use within Australia.

Recurring charges are payable monthly in advance. Payment options are Direct Debit or Credit Card.

Phone Service

5G Home Broadband is a data-only broadband service. It does not include a standard phone service. Your phone service with your current provider will most likely stop working when you switch to 5G Home Broadband.

If you have an existing phone service with us, you may be offered a Virtual Phone service which will allow you to forward calls from your existing phone service to an alternative phone number (Standard Australian landlines or mobiles only). Note, making calls and all other phone features will be unavailable.

Minimum Term

5G Home Broadband Services are supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time, but any unused balance will not be refunded to you but will be retained by iiNet Limited.

Required Equipment

Customers must use the included 5G compatible modem to utilise the iiNet 5G Home Broadband service. If you cancel your plan within 36 months of connecting, you will need to return the modem to us. If you do not return the modem within 21 days of your order being withdrawn or cancellation of your service, then you will be charged a modem non-return fee. This modem non-return fee covers the pro-rated cost of the iiNet 5G Home Broadband Modem. The non-return fee is calculated as $17 multiplied by months remaining in the first 36 months e.g., if you leave after 24 months you would pay $17 x 12 (the number of remaining months), a total of $204.

The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

Pricing for Existing Customers

Only customers with an existing iiNet Broadband service are eligible for the existing customer pricing in the Information About Pricing table below.

Excess Data

The **iiNet 5G Home Broadband Plans** come with unlimited data so no excess data charges will apply.

Information About Pricing

Plan	5G Home Broadband Premium Plan	5G Home Broadband Max Plan
Monthly Charge (existing iiNet broadband customers)	$69.99	$79.99
Monthly Charge (new customers and iiNet customers without a broadband service)	$74.99	$84.99
Included Data	Unlimited	Unlimited
Upfront fee	$0.00	$0.00
Speed (Downloads/Uploads)*	Up to 100Mbps/20Mbps	Max speeds

*See Speed table on page 2 for more information

Coverage

The 5G Home Broadband Service is only available in selected areas on our 5G Network. It can only be used at a single nominated address with the modem supplied by iiNet.

A service qualification check of your address is conducted prior to accepting your order however, it does not guarantee that 5G Home Broadband is serviceable at your address due to a range of factors (see link to our Speed Guide in the section below). We recommend that you position your modem close to a window to maximise signal strength.

The service will be disconnected if we identify that you have moved to another location. If you wish to move the service address you will need to contact us to check service and network availability at the new location and notify us if you wish to set up your service at your new location.

Information About The Service (cont.)

Speed

5G Home Broadband speeds are either up to 100Mbps or Max Speeds depending on the plan:

Plan Name	Download Speeds	Upload Speeds	# of simultaneous users / devices	Suitable for	Speeds and Experience
5G Home Broadband Premium	Up to a maximum off-peak speed of 100Mbps	Up to a maximum off-peak speed of 20Mbps	2-8	Recommended for browsing, emails, social media, streaming music, SD, HD and 4K video. It may not be suitable for applications requiring ultra-low latency where every millisecond matter (for example, professional online gaming).	5G Home Broadband speeds are variable due to the source of the content being downloaded, hardware and software configuration, the number of users, location of the device, data-deprioritisation, network coverage and congestion.

Data-deprioritisation means that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower 5G Home Broadband speeds as a result

See our Speed Guide at **https://help.iinet.net.au/factors-affecting-fixed-wireless-broadband-speed** for more information about factors affecting speed. |
| 5G Home Broadband Max | Max Speeds (the maximum download speed our 5G network can deliver to your device at the time and place you are using the service) | Max Speeds (the maximum upload speed our 5G network can deliver to your device at the time and place you are using the service) | 8-15 | | |

Usage Information

You can monitor your iiNet 5G Home Broadband data usage by logging into Toolbox online at **toolbox.iinet.net.au**.

Other Information

Broadband Education Package

You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here: **www.commsalliance.com.au/BEP**

Complaints Handling

If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined at **https://help.iinet.net.au/complaint-handling-policy**

Customer Support

Email: **support@iinet.net.au**
Phone: 13 22 58

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within iiNet, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

This is a summary only – the full terms and conditions for this service are available at **www.iinet.net.au/internet-product/broadband/5g-home-broadband**