

Image showing a Wi-Fi access point mounted on a street light pole in Hindley St:



Example of a mobile mesh access point deployment for temporary event coverage:



Example of an access point mounted in a location with a high ceiling, at the South Australian Museum:



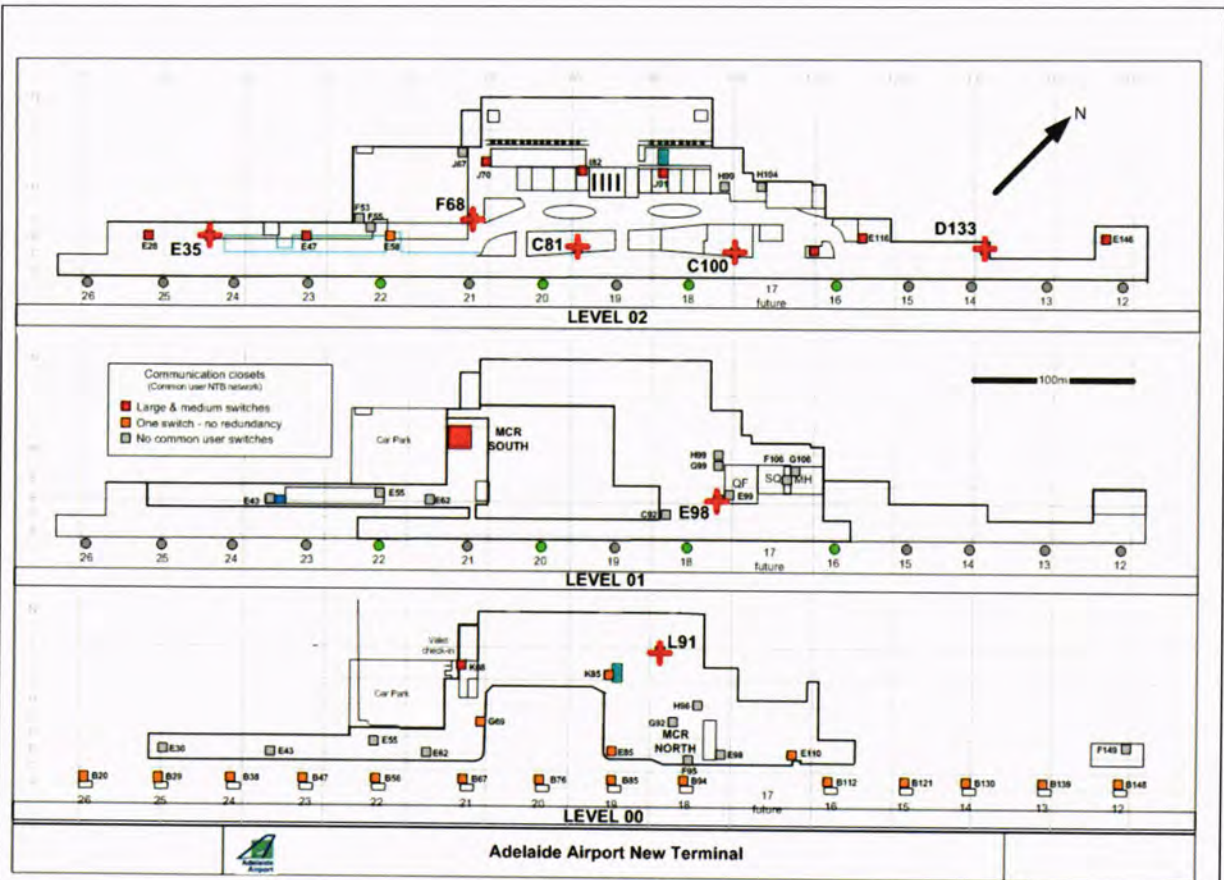
**3. Adelaide State Library**

Internode, an iiNet company, has provided a free public Wi-Fi network in the Adelaide State library since 2004. This network comprises 5 access points and sees maximum data usage of up to 75GB per day and generally sees over 10,000 users per month. Internode is responsible for the ongoing monitoring and maintenance of the library service and has provided a reliable and highly utilised system for the past 8 years.

**4. Adelaide Airport**

Internode, an iiNet company, provides its Wi-Fi network to Adelaide Airport. This involves dedicated network infrastructure to manage the density, volume, and long cable runs found in the airport. This service is delivered under the iiNet standard hotspot agreement, where all maintenance and operational expense is carried by iiNet.

An upgrade of the capability at the Adelaide airport is currently underway.



**5. Tindo Solar Powered Bus**

The city of Adelaide operates an electric bus that draws its energy exclusively from solar panels atop the Adelaide city bus station. Internode installed a military spec mobile router into this bus in 2006 that included a 2.4Ghz Wi-Fi capability, along with a 3G backhaul interface. This router connects back to a central VPN concentrator using IPsec, allowing portal functions to be carried onto the bus.



**6. Canberra Wi-Fi Network**

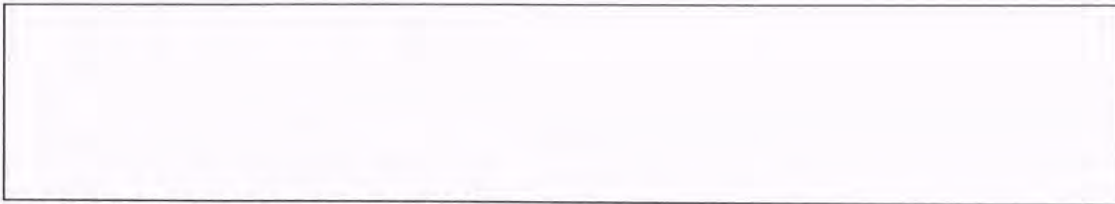
## 2.9 Implementation (Highly-Desirable)

The Respondent must provide an outline implementation time/line proposal including:

- Implementation Plan
- Transition Plan
- Transition Out Plan

The plans are to identify the tasks and responsibilities attributed to the Respondent and the ACT Government and are required to detail any relevant milestones or other critical dates.

iiNet has activities to deploy Wi-Fi access points on VDSL2 in Canberra during the remainder of 2013 in any-case. iiNet will pursue an aggressive rollout schedule to keep its national plans on track. The majority of these sites will be cafes and restaurants. However, in regards to the Territory free Wi-Fi network, the iiNet experience in deploying such environments suggests the following indicative timings:



## 2.10 Whole of Life Support (Essential)

The Respondent must provide an outline their experience in providing the following support services to a similar sized project:

- warranty and repairs (onsite repair or replacement under warranty);
- supply, delivery, and installation;
- commissioning and training; and
- ongoing maintenance.

Internode, an iiNet company, has owned and maintained a city-wide Wi-Fi network in Adelaide for 10 years. In line with its experience with the Adelaide city-wide Wi-Fi network, iiNet proposes to maintain a stock of current-model devices to self-spare (in addition to warranties and service contracts) the network. This will allow iiNet to replace faulty equipment with newer technology in short timeframes, rather than simply perform warranty replacements with older hardware. iiNet technicians and its VisionStream contractors in the ACT welcome the opportunity to contribute to such a visible city-wide project.

iiNet owns and operates a warehouse at Ainslie, which it will use to store equipment and materials for the Wi-Fi rollout. Delivery will occur from this depot by iiNet technicians and contractors as a part of their daily install work.

Insofar as shipping is concerned, internal batteries are removed from devices prior to international shipping, to avoid customs complications due to recent precedents in involving lithium batteries.

iiNet has extensive experience in building and installing networks including outdoor Wi-Fi on public infrastructure, and will ensure that all of the various local government and utility stakeholders are consulted to provide a compliance checklist for sign-off of each outdoor access point. This is ideally suited to the project methodology in place for such implementations.

The network will be commissioned as it is built. It is expected that from the first day there will be an operational Wi-Fi service available.

iiNet intends to run a training course in Canberra for its technical staff and interested employees of its call centre at Dickson. The Wi-Fi network will be considered to be a part of the iiNet production network, and maintained as part of normal iiNet operations in the ACT.

**2.11 Sub Contractors (Essential)**

The Respondent must provide an outline of any proposed sub-contractor (if any) arrangements.

iiNet employs many people who have the necessary skills to perform Wi-Fi installations.

## 2.12 References (Essential)

The Respondent must provide three referees that the ACT Government may contact with regards to the goods or services offered.

### 2.13 Industrial Relations/Occupational Health, Welfare and Safety (Essential)

The Respondent must provide a summary of their industrial relations and Occupational Health Welfare and Safety record over the last 5 years. For example: court or tribunal appearances or industrial action.

### 2.14 Environmental Management (Essential)

The Respondent must provide a summary of their environmental management policy and accreditation (if any) and details of any environmental court or tribunal appearances in the last 5 years.

In 2012, iiNet formed the 'Footprint' Sustainability Committee to engage with stakeholders and commit to action on issues important to us and our customers. The goal was to continue working towards a sustainable workplace and reducing our environmental impact. This Committee took the lead and began to look at the strategies and processes iiNet can adopt to make our marketplace, community, workplace and environment more sustainable.

During 2013, iiNet developed the iiNet Sustainability Approach which outlines future sustainability goals. The Approach also forms the foundation for any sustainability initiatives to be run over the coming years. In the meantime, iiNet maintains an internal environment policy based on the following guiding principles.

- To take positive action to reduce our environmental impacts resulting from the provision of telecommunications services by being carbon conscious.
  - Ensure optimum operating efficiency of services where practical
  - Ensure compliance with all legislative requirements and standards.
  - Provide, as appropriate, employees, contractors and clients with regular information, instruction, training and supervision to ensure environmental compliance.
  - Establish workplace policies and practices with the view to reduce our environmental footprint.
- Review systems and procedures periodically to ensure they remain relevant and appropriate to our organisation.

As a result, iiNet has started growing the 'iiNet Forest', with more than 8400 mallee eucalypt trees planted over the past 3 years and reduced paper consumption by moving all iiNet new employee packs online, saving 37,000 sheets of paper per year.

iiNet also warrants that, at the time of submitting this tender, it and its related Bodies Corporate have not made any environmental court or tribunal appearances in the last 5 years.

**2.15 Innovation (Desirable)**

The Respondent may provide an Innovation proposal as part of this response which may include (but not limited to) activities which involve the use of leading technologies and best practice.

iiNet proposes to build Australia's most technologically advanced Wi-Fi network in Canberra, using technology borrowed from gigabit-speed LTE standards that have not yet been deployed outside of trials at this time.

iiNet will allow the principle to provide aggregated data to data.gov.au to further encourage innovation and use of the Wi-Fi network.

The proposed network will be integrated with iiNet's other national networks

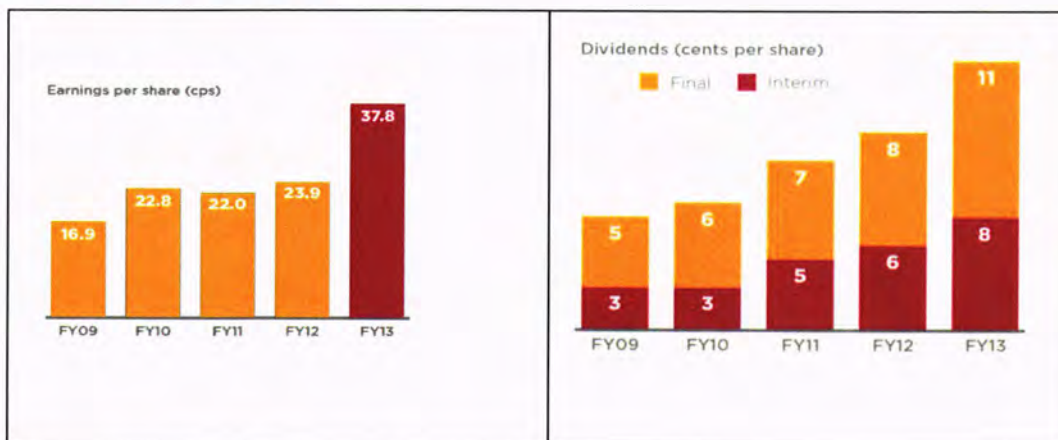
## 2.16 Financial Viability

The Respondent must provide evidence of their financial viability and ability to meet the financial obligations of the proposed solution.

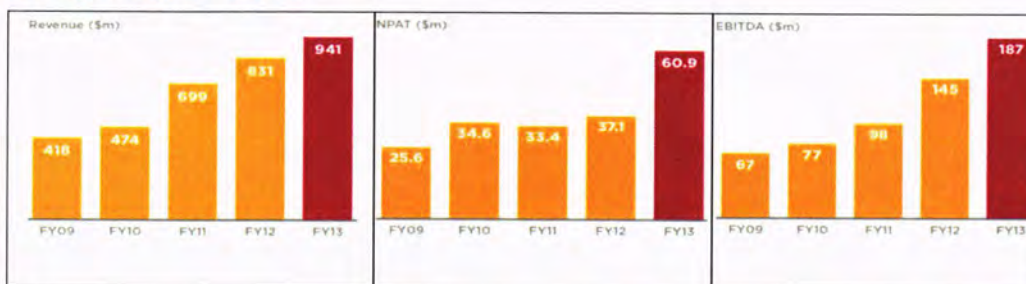
iiNet is a publicly listed company on the ASX and Australia's second largest DSL Internet Service Provider (ISP). It is the leading challenger in the telecommunications market employing more than 2000 staff across four countries and supporting over 1.7 million broadband, telephony and Internet Protocol TV (IPTV) services nationwide. Please refer to the following overview of iiNet Group structure at the time of writing:

Financial Results for the year ended 30 June 2013 are strong and a snapshot is provided below:

### Strong Shareholder returns



### Strong Enterprise Growth



### Strong Cash-flows

\$m	FY13	FY12
<b>Operating cash flows</b>	<b>138.3</b>	<b>100.9</b>
Subscriber acquisition costs	(4.9)	(5.5)
Capital expenditure	(44.3)	(46.2)
<b>Net cash flows before financing (and excluding acquisitions in FY12)</b>	<b>89.1</b>	<b>49.2</b>
Net bank debt	174.1	221.7
Shareholder's equity	324.3	286.6
<b>Gearing</b>	<b>54%</b>	<b>77%</b>
Net debt (including IRU leases)	308.1	295.4
Net debt/ EBITDA ratio (including IRU leases)	1.6	2.0

## 2. Insurance (Essential)

The Respondent must provide evidence that they meet or are willing to meet the following insurance provisions:

- Public and Product Liability – \$20,000,000.00
- Professional Liability – \$5,000,000.00; and
- Current Worker’s Compensation Insurance to carry out the services in the specified State or Territory.

Please refer to the following table which provides the current Insurances held by iiNet Ltd.

## 3. Conflict of Interest (Essential)

The Respondent must state any interests, relationships or clients which may or do give rise to a conflict of interest and the area of expertise in which that conflict or potential conflict does or may arise; details of any strategy for preventing conflicts of interest.

iiNet can confirm that at the time of writing no conflict of interest exists or is likely to arise in the provision of its free Wi-Fi services to the Territory. If, during any future contract or period of service provision, a conflict or risk of conflict of interest arises, TransACT will advise the Territory immediately in writing of the conflict or risk and take steps to immediately resolve the issue.

While not a conflict of interest, iiNet wishes to advise that the construction of this network will reduce the amount of 3G data it will be able to charge to mobile data users in the ACT. Despite the reduced revenue, iiNet believes that data downloaded by Wi-Fi is a better outcome for all concerned.

**4. Any Other Matters**

The Respondent may provide any other relevant information to assist the ACT Government to differentiate between responses.

iiNet will use 20 ACT buses as an R&D project to develop commercial models for Wi-Fi on Transport. If a sustainable model is found this will be used on other buses in the ACT.

iiNet already intends to build an indoor Wi-fi network in the ACT without the government's assistance, and believes that the best possible outcome will arise from iiNet and the ACT collaborating on a network.

iiNet is prepared to negotiate on the recommendations and options presented in this document to reach an ideal solution for both parties.

**5. Financial Model and ACT Government Contribution (Essential)**

The Respondent is requested to provide a detailed financial model to assist the ACT Government to make informed choices about the value for money of the services offered. The quoted price for the services must be GST inclusive.

**iiNet minimum position**

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**6. COST TO GOVERNMENT**

**7. Direct Cost to the ACT Government**

## 8. Any Other Cost to the ACT Government

Power costs for 320 outdoor access points (24W each), approximately \$20K/year at present energy costs.

## 9. SMALL-TO-MEDIUM ENTERPRISE (SME)

To support regional SMEs, the Territory will preference regional SMEs or respondents who subcontract to regional SMEs through a weighted evaluation criteria. A regional SME is defined as a small to medium enterprise with up to 200 FTE employees based within the South East Region of Councils (SEROC).

Respondents are to confirm that they are a regional SME by completing the Respondent's Declaration at Attachment 3 to the RFP or, alternatively, whilst not a regional SME, the respondent intends to subcontract a component of a contract in the event they are selected as the preferred supplier.

The weighting to be applied is based on the value of the subcontracted work as a proportion of the total contract value.

Design, construction and contract management will be conducted by TransACT Capital Communications Pty Ltd, a wholly owned subsidiary company of iiNet Ltd employing less than 200 FTE and based in Dickson, ACT. This may represent 100% of the contracted value.

iiNet Ltd will perform operation and management of the completed network at its own cost, with the exception of mobile data for buses.

