

Critical Information Summary:

Naked DSL

Information About The Service

Westnet Naked DSL is a residential service that allows you to experience the benefits of ADSL2+ speeds on the Westnet Network, without the cost of line rental.

All Naked DSL plans include Netphone (VoIP) at no additional cost, offering great call rates and call inclusions depending on your plan of choice. The Critical Information Summary for Netphone can be found at westnet.com.au/about/legal/cis/cis-voip.pdf

Requirements & Availability

You will require an ADSL broadband modem to connect your service. To make use of your Netphone service, you'll require a VoIP-enabled modem and handset. If you don't already have one, you can purchase a modem from Westnet for \$59.95 (\$10 delivery fee applies).

Service availability can be checked using our online coverage calculator:
westnet.com.au/naked

To ensure you're always connected to the best product available, we may need to change your service, for example, when an upgraded service (like our NBN Fibre service) becomes available. If this happens, we'll inform you ahead of any changes.

Minimum Term

Naked DSL plans are available on a no lock-in contract.

Included Features

There are a range of value-added features included with Naked DSL, with further details at:
www.westnet.com.au/naked

Unlimited Data (on selected plans)	Netphone included	No excess quota usage charges
	24/7 customer service	1GB webspace & 10 email addresses

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Netphone Call Charges	Monthly Charge	Total Min. Charge (no lock-in contract)	Unit Cost 1GB of data included in plan
Naked 500	500GB	Pay as you go	\$59.99	\$119.98	\$0.12
Naked Unlimited	Unlimited	Pay as you go	\$69.99	\$129.98	n/a
Naked Unlimited Incl LNM Calls	Unlimited	Includes calls to local, standard national & Australian mobiles	\$79.99	\$139.98	n/a

Further information: www.westnet.com.au/naked

- The Total Minimum Charge with no lock-in contract is the standard activation fee (\$59.99) plus one month of plan rental.
- Full list of Netphone call rates is available at www.westnet.com.au/phone/netphone-voip/

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on Naked DSL, instead traffic beyond the included data will be slowed to 256kbps/256kbps for Naked 500. Unlimited plans are not shaped.

- You may purchase a Data Pack at an additional cost for a data top up, if required.
- Information on Data Pack pricing is available at www.westnet.com.au/internet/broadband/naked-dsl/

Set-up Fee

- This Naked DSL service has a set-up fee of \$59.99 on a no lock-in contract.

Service	Details	Charge (No lock-in contract)
Naked DSL	Activation Fee	\$59.99

- Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- Cancelling your Broadband service will also cancel any other Westnet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you are liable for their associated break fees.

Order Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- If you have selected to purchase a modem or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

Other Information

Usage Information

Customers can obtain information on their Broadband usage at myaccount2.westnet.com.au/

Customer Service Contact Details

You can contact Westnet customer service for Technical Support via **1300 786 068** or emailing support@westnet.com.au, Account assistance via **1300 855 006** or emailing accounts@westnet.com.au, or for Sales assistance via **13 19 60**, or emailing sales@westnet.com.au. See westnet.com.au/contact/ for more details

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at westnet.com.au/legal/complaints-escalation-process.html

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at tio.com.au/making-a-complaint

Further information: www.westnet.com.au/naked