

Critical Information Summary: Naked DSL

About the Service

The Naked DSL service is a broadband internet service which uses the Westnet ADSL2+ network to deliver internet connectivity to the Network Boundary Point at your premises.

With every Naked DSL plan we offer our Netphone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. See full list of Netphone call rates here: www.westnet.com.au/naked

- Critical Information Summary for Netphone can be found here www.westnet.com.au/about/legal/cis/cis-voip.pdf

Included Features

There are a range of value-added features included with NBN plans, with further details here:

www.westnet.com.au/naked

- Netphone offered
- Unlimited data on selected plans
- 24/7 customer service

Minimum Term

No lock-in contract with \$0 activation fee.

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling the Naked DSL service will also cancel any other Westnet products that are only available with Naked DSL. Should those products have their own contract, you are liable for their associated break fees.

Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- If you selected to purchase a modem, the modem purchase fee paid will be credited back to your account once the modem is returned to us in its original condition.

Changed or Missed Appointment Fees

A \$109 fee will apply if you:

- Request to reschedule or cancel your installation appointment, but provide us less than three Business Days' notice.
- Miss your scheduled appointment.

Plans

Plan Name	Monthly Included Data	Netphone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)	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	Standard calls to local, national & Australian mobiles	\$79.99	\$139.98	N/A

- Total Minimum Charge on no lock-in contract is \$59.99 setup fee plus one month of plan rental.

Availability

- This service is available in areas serviced by the Westnet ADSL2+ Network. Use our coverage checker www.westnet.com.au/naked to check Naked DSL availability at your address.
- Naked DSL requires a telephone line connected to your address. Standard installations include a telephone line re-connection if required, as part of your setup fee.
 - A telephone line connection fee of \$99 applies (discounted from up to \$299) if a technician is required to attend your premises to connect a telephone line.

Required Equipment

- An ADSL2+ compatible modem that is WiFi enabled to connect with wireless devices. The modem must be VoIP compatible to use your Netphone service.
 - A Westnet modem costs \$59.95 on a no lock-in contract plus \$10 delivery fee.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

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

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

Excess Usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for Naked 500. You may purchase additional data if required. For more information, see myhelp.westnet.com.au/node/1190
- Plans with Unlimited data are not shaped.

Monitoring Your Usage

Customers can obtain information on their usage via My Account at myaccount.westnet.com.au

Westnet Customer Service

Support

P: 1300 786 068

E: support@westnet.com.au

Sales

P: 13 19 60

E: sales@westnet.com.au

Complaints Handling

If you are dissatisfied with Westnet, please contact us first, through our escalation process at myhelp.westnet.com.au/node/1414 so we can try and resolve your complaint.

Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with Westnet, you may contact the TIO for assistance.

TIO

P: 1800 062 058

www.tio.com.au/making-a-complaint