

# Critical Information Summary:

## Naked DSL

### Information About The Service

Naked DSL 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](http://westnet.com.au/about/legal/cis/cis-voip.pdf)

#### Requirements & Availability

You will require an ADSL broadband modem to connect your service. If you don't already have one, Westnet can sell or rent you a suitable device at additional cost. To make use of your Netphone service, you'll require a VoIP-enabled modem, and handset.

Service availability can be checked using our online coverage calculator: [westnet.com.au/internet/broadband/naked-dsl/](http://westnet.com.au/internet/broadband/naked-dsl/)

#### Minimum Term

Naked DSL plans are available on either a no lock-in contract or a 24 month agreement which offers discounted setup and an included WiFi modem.

#### Included Features

There are a range of value-added features included with Naked DSL, with further details on the website.

<b>Netphone included</b>	<b>1GB webspace</b>	<b>10 email addresses</b>
24/7 customer service	No excess quota usage charges	Anytime quota

### Information About Pricing

#### Monthly Charges

Plan Name	Monthly Included Data	Included Netphone Calls	Minimum & Maximum Monthly Charge	Total Min. Price (no contract)	Total Min. Price (24-month contract)	Unit Cost 1GB of data included in plan
<b>Naked 1</b>	1000GB	n/a	\$69.99	\$169.94	\$1,769.71	\$0.07
<b>Naked 2</b>	1000GB	Local & Standard National	\$79.99	\$179.94	\$2,009.71	\$0.08
<b>Naked 3</b>	1000GB	Local, Standard National & Australian Mobiles	\$89.99	\$189.94	\$2,249.71	\$0.09

- The Total Minimum Price with no contract is the standard setup fee (\$99.95) plus 1 month of plan rental. A \$10

hardware delivery fee also applies if a modem is purchased.

- The Total Minimum Price on a 24 month contract is the discounted setup fee (\$79.95) plus 24 months of plan rental, plus a \$10 included modem delivery fee (where applicable).

### 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 128kbps/128kbps.

- 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 [westnet.com.au/internet/broadband/naked-dsl](http://westnet.com.au/internet/broadband/naked-dsl)

### Setup Fee

Your Naked DSL setup fee will vary depending on your choice of contract.

Setup method	No fixed term	24 month contract
Establish new service	\$99.95	\$79.95

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

### Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable break fee is \$223 within the first 6 months.
- Cancelling your Broadband service will also result in a cancellation of any other Westnet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you will be liable for their associated break fees.

## Other Information

### Usage Information

Customers can obtain information on their Broadband usage at [myaccount2.westnet.com.au/](http://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](mailto:support@westnet.com.au), Account assistance via **1300 855 006** or emailing [accounts@westnet.com.au](mailto:accounts@westnet.com.au), or for Sales assistance via **13 19 60**, or emailing [sales@westnet.com.au](mailto:sales@westnet.com.au). See [westnet.com.au/contact/](http://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](http://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](http://tio.com.au/making-a-complaint)