

Critical Information Summary: Business Naked DSL

Information About the Service

Business Naked DSL allows you to experience the benefits of ADSL2+ speeds on the iiNetwork, without the cost of line rental.

Business Naked DSL includes 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 www.iinet.net.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, iiNet can sell you a suitable device at additional cost or sign up to a 24 month contract and iiNet will include a WiFi modem for \$0. A \$10 delivery charge applies to all orders. More information at www.iinet.net.au/business. To make use of your Netphone service, you'll require a VoIP-enabled modem and handset.

Naked DSL availability can be checked using our online coverage checker at www.iinet.net.au/business/internet-products-broadband/naked-dsl

Minimum Term

Business Naked DSL plans are available on a 24 month contract or no lock-in contract.

Included Features

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

Anytime quota	1GB Webspace	20 email addresses	Annex-M
Included calls or great rates on bundled Netphone	Unlimited data on all plans	Priority Support	Static IP

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly Charge	Total Minimum Cost (contract length)		Netphone VoIP Included	Netphone Call Charges
			No lock-in	24 months		
Business Naked Value	Unlimited	\$79.99	\$159.94	\$1919.76	Y	Pay as you go
Business Naked Ultimate	Unlimited	\$89.99	\$169.94	\$2159.76	Y	Standard local, national & AU mobile calls included

- The Total Minimum Cost on a no lock-in contract is the standard \$79.95 set-up fee plus 1 month of plan rental.
- The Total Minimum Cost on a 24 month contract is 24 months of plan rental.
- A \$10 hardware delivery fee applies if a modem is supplied to you.
- Information about the Netphone service is available at iinet.net.au/about/legal/cis/cis-voip.pdf.
- Our Acceptable Use Policy applies and can be viewed at www.iinet.net.au/about/legal/pdf/iiNet-Group-Acceptable-Use-Policy.pdf

Setup Fee

Setup Method	No lock-in contract	24 month Contract
Establish New Service (on suitable existing telephone line)	\$0	\$79.95

Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable cancellation fee varies based on the elapsed contract tenure:

Hardware	Contract Tenure			
	< 6 months	7-12 months	13-18 months	19-24 months
None/included modem	\$300	\$225	\$150	\$100

- Cancelling your Naked DSL service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with Naked DSL. Should these products have their own contract, you will be liable for their associated cancellation fees.

Other Information

Customer Service Guarantee Waiver

These plans are priced based on a waiver of the Customer Service Guarantee for the included Netphone service.

Usage Information

Customers can obtain information on their Broadband usage at <https://toolbox.iinet.net.au>.

Customer Service Contact Details

You can contact iiNet Business customer service for Support & Billing assistance via **13 24 49** or emailing bizsupport@iinet.net.au, or for Sales assistance via **13 24 49** or emailing biz-sales@iinet.net.au or via appropriate contact form to the appropriate area at www.iinet.net.au/contact

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 iihelp.iinet.net.au/Complaints_escalation_process

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