Critical Information Summary:

Naked DSL

Information About The Service

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

With every Naked DSL plan we also include iiTalk at no additional cost. iiTalk is our VoIP service which includes all your local and standard national calls. You can even port your existing landline number across to iiTalk, and avoid the hassle of having to change numbers.

Requirements & Availability

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

Service availability can be checked using our online coverage calculator:
http://www.iinet.net.au/internet/broadband/naked-dsl/

Minimum Term

Naked DSL plans are available on either a no fixed term agreement, or can be taken on a 24 month to receive discounted setup and hardware.

Included Features

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

Local & standard national calls covered with iiTalk	1GB webspace	10 email addresses	Email protection
Access to the iiNet Freezone	No excess quota usage charges	Anytime quota	24/7 customer service

Information About Pricing

Monthly Charges

There are 4 Residential Naked DSL plans, and all include iiTalk in the monthly price.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Min. Price	Total Min. Price (24-month contract)	Unit Cost 1GB of data included in plan
Naked Home Value	100GB	$59.95	$362.90	$1,518.75	$0.60
Naked Home-1	300GB	$69.95	$219.95	$1,758.75	$0.23
Naked Home-2	600GB	$89.95	$239.95	$2,238.75	$0.15
Naked Home-3	1000GB	$109.95	$259.95	$2,718.75	$0.11

- Naked Home Value is only available on a 24 month agreement. The Total Minimum Price is the discounted setup fee ($79.95), plus 1 month of plan rental and the contract break fee.
- The Total Minimum Price on a monthly contract is the standard setup fee ($150) plus one month of plan rental.

- The Total Minimum Price on a 24 month contract is the discounted setup fee ($79.95) plus 24 months of plan rental.

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.

- 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.iinet.net.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	$150	$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 iiNet 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 **https://toolbox.iinet.net.au**

Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing **support@iinet.net.au**, or for Sales assistance via **13 19 17** or emailing **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 **https://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 **www.tio.com.au/making-a-complaint**

Further information: iinet.net.au/internet/naked-dsl/

Information is current as of 04/03/2015, is subject to change without notice and all prices quotes include GST.   V2.0 - Page **2 of 2**