Critical Information Summary:

Naked DSL

Information About The Service

iiNet Naked DSL is a residential service that allows you to experience the benefits of ADSL2+ speeds on the iiNetwork, 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 **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. 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:
www.iinet.net.au/internet/broadband/naked-dsl/

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 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.

Liimitless 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. Price (no lock-in contract)	Total Min. Price (24-month contract)	Unit Cost 1GB of data included in plan
Naked 500	500GB	Pay as you go	$59.99	$159.94	$1,529.71	$0.12
Naked Liimitless	Liimitless	Pay as you go	$69.99	$169.94	$1,769.71	n/a
Naked Liimitless Incl LNM Calls	Liimitless	Includes calls to local, standard national & Australian mobiles	$79.99	$179.94	$2,009.71	n/a

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

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- The Total Minimum Price with no contract is the standard setup fee ($99.95) plus one 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 $10 delivery fee for the included modem.
- Full list of Netphone call rates is available at **www.iinet.net.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. Liimitless 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.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 lock-in	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

- Applies to 24 month contract term only. These fees cover the costs reasonably incurred by iiNet when the contract commenced.
- Cancelling your Broadband service will also cancel 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.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	18 – 24 months
Naked DSL	$300	$225	$150	$100

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/

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