

Critical Information Summary:

Business Naked DSL

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.

Included Features

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

www.iinet.net.au/business/internet-products/broadband/naked-dsl

- Unlimited data
- Anytime quota
- Annex-M
- Dedicated Business support
- Static IP

Minimum Term

- No lock-in contract with a setup fee of \$79.95
- 24 month contract with a \$0 setup fee

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 24 month contract – a break fee applies if you cancel your service during the 24 months contract term. This fee covers the costs reasonably incurred by iiNet when the contract commenced. The minimum applicable break fee is \$300 if you cancel within the first 6 months. The break fees below apply thereafter:
 - 0-6 months tenure: \$300 contract break fee
 - 7-12 months tenure: \$225 contract break fee
 - 13-18 months tenure: \$150 contract break fee
 - 19-24 months tenure: \$100 contract break fee
- Cancelling the Broadband service will also cancel any other iiNet products that are only available with Broadband. 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 have selected to purchase a modem from us, or if a modem was included with your plan, a hardware fee will be payable by you unless the modem is returned to us in its original condition.

Plans

Plan Name	Monthly Included Data	Netphone Included	Netphone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)	Total Min. Charge (24 mth contract)
Business Naked Value	Unlimited	Yes	Pay as you go	\$79.99	\$159.94	\$1919.76
Business Naked Ultimate	Unlimited	Yes	Standard calls to local, national & Australian mobiles	\$89.99	\$169.94	\$2159.76

- The Total Minimum Price on a 0 month contract is the standard \$79.95 set-up fee plus 1 month of plan rental.
- The Total Minimum Price on a 24 month contract is 24 months of plan rental.
- A \$10 hardware delivery fee applies if a modem is supplied to you.

Availability

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

Required Equipment

- 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.

Further information: www.iinet.net.au/business/internet-products/broadband/naked-dsl

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

Excess Usage

- Naked DSL comes with Unlimited data and is not shaped.
- Our Acceptable Use Policy applies and can be viewed at www.iinet.net.au/about/legal/pdf/iiNet-Group-Acceptable-Use-Policy.pdf

Customer Service Guarantee Waiver

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

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: toolbox.iinet.net.au

<p>iiNet Customer Service Support & Billing P: 13 86 89 E: bizsupport@iinet.net.au</p> <p>Sales P: 13 86 89 E: biz-sales@iinet.net.au</p>	<p>Complaints Handling If you are dissatisfied with iiNet, please contact us first, through our escalation process iihelp.iinet.net.au/Complaints_escalation_process so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
---	---	---