

Critical Information Summary: Naked DSL

About the Service

The Naked DSL service is a broadband internet service which uses the iiNet ADSL2+ network to deliver internet connectivity to the Network Boundary Point at your premises.

With every Naked DSL plan we offer our Netphone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. See full list of Netphone call rates here: www.iinet.net.au/naked

- Critical Information Summary for Netphone can be found here www.iinet.net.au/about/legal/cis/cis-voip.pdf

Included Features

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

www.iinet.net.au/naked

- Netphone offered
- No excess quota usage charges
- Liimitless data on selected plans
- 24/7 customer service
- 1GB webspace & 10 email address

Minimum Term

No lock-in contract with \$59.99 setup fee.

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling the Naked DSL service will also cancel any other iiNet products that are only available with Naked DSL. 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 selected to purchase a modem, the modem purchase fee paid will be credited back to your account once the modem is returned to us in its original condition.

Changed or Missed Appointment Fees

A \$109 fee will apply if you:

- Request to reschedule or cancel your installation appointment, but provide us less than three Business Days' notice.
- Miss your scheduled appointment.

Plans

Plan Name	Monthly Included Data	Netphone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)	Unit Cost 1GB of data included in plan
Naked 500	500GB	Pay as you go	\$59.99	\$119.98	\$0.12
Naked Liimitless	Liimitless	Pay as you go	\$69.99	\$129.98	N/A
Naked Liimitless Incl LNM Calls	Liimitless	Standard calls to local, national & Australian mobiles	\$79.99	\$139.98	N/A

- Total Minimum Charge on no lock-in contract is \$59.99 setup fee plus one month of plan rental.

Availability

- This service is available in areas serviced by the iiNet ADSL2+ Network. Use our coverage checker www.iinet.net.au/naked to check Naked DSL availability at your address.
- Naked DSL requires a telephone line connected to your address. Standard installations include a telephone line re-connection if required, as part of your setup fee.
 - A telephone line connection fee of \$99 applies (discounted from up to \$299) if a technician is required to attend your premises to connect a telephone line.

Required Equipment

- An ADSL2+ compatible modem that is WiFi enabled to connect with wireless devices. The modem must be VoIP compatible to use your Netphone service.
 - An iiNet modem costs \$59.95 on a no lock-in contract plus \$10 delivery fee.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Further information: www.iinet.net.au/naked

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

Excess Usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for Naked 500. You may purchase additional data if required. For more information, see here: iihelp.iinet.net.au/Data_Packs_FAQ
- Plans with Limitless data are not shaped.

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 22 58 E: support@iinet.net.au</p> <p>Sales P: 13 19 17 E: 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>
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