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# Critical Information Summary - Business Naked DSL

This summary provides important information regarding OntheNet's Business Naked DSL service. Full terms and conditions are available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

## Information About the Service

Business Naked DSL provides Internet access via ADSL Broadband technology delivered over a copper line without an active telephone service. The service is available on selected exchanges in Queensland only. This product is not required to be bundled with any other OntheNet product.

All orders are subject to a Service Qualification to confirm the premises can support the service. A suitable copper line must be available between the customer premises and the local telephone exchange. All speeds quoted are maximum theoretical speeds. OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases.

The service is delivered to the network boundary point (Main Distribution Frame or first socket) at the customer premises. Internal cabling, or any cabling beyond the network boundary point, that is required to deliver the service to the customer premises, is the customer's responsibility and the cost of such cabling and or/works are independent of any OntheNet fees and charges.

The monthly access fee includes a data allocation. If the data allocation is exceeded an excess usage fee will apply. A single email mailbox is provided with every service and up to four additional mailboxes can be added for no extra cost. The service includes a single static IP address. Additional IP addressing may be available for an additional cost. After hours Technical Support is available via a pager number.

Customers may request a plan change at any time which will take effect from the first of the next calendar month. A new contract term is applicable to plan changes. The new contract end date will be either 24 months from the effective date of the plan change, or, the original contract end date, whichever is later.

**Minimum Term** - The minimum contract term is 24 months.

**Hardware** - Compatible ADSL hardware is required to use the service. Hardware is available for purchase from OntheNet as an optional extra or you may choose to provide your own. You must ensure the hardware chosen is appropriate and adequate for the intended purpose.

## Information About Pricing

**Monthly Charges** - The monthly fee is determined by the plan selected and is billed in advance each month. If more than the included monthly data allocation is used an excess usage fee of \$5.00/GB will apply.

Business Naked DSL Plans				
Plan Code	Maximum Speed (Download/Upload)	Monthly Fee	Data Allocation (counting downloads only)	Included Data Unit Price
N-B24000-A	24000/1000 Kbps (ADSL2+)	\$65	50GB	\$1.30/GB
N-B24000-B		\$85	150GB	\$0.57/GB
N-B24000-C		\$105	350GB	\$0.30/GB
N-B24000-D		\$165	700GB	\$0.24/GB
N-B24000-E		\$285	Unlimited	N/A

**Establishment Fee** - A \$99 establishment fee is payable prior to the order being processed by OntheNet.

**Early Termination Fee** - If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly access fees for the contract term.

If the service is successfully relocated to another address with OntheNet the early termination fee will be waived, provided the relocation occurs within 30 days. If the service is not relocated with OntheNet for any reason, including but not limited to, OntheNet being unable to deliver a service at a new location, any applicable early termination fee is payable in full.





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**Billing** - All invoices will be emailed as a PDF attachment. Mailing of paper invoices is available and if requested will attract a \$1.50 surcharge per invoice.

**Minimum Total Contract Price** - If you take up the N-B24000-A plan (\$65 per month), with \$99 establishment fee, the minimum total contract price over the 24 month contract period is \$1659.

All prices include GST and are shown in AUD.

## Other Information

**Usage** - Customers can view details of their Business Naked DSL service, including data usage, online via the OntheNet Toolbox <http://toolbox.onthenet.com.au>

**Customer Service** - You can contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation [www.onthenet.com.au/contact-us](http://www.onthenet.com.au/contact-us)

**Complaints and Disputes** - If you are dissatisfied with the service you have received and wish to lodge a complaint please email [feedback@onthenet.com.au](mailto:feedback@onthenet.com.au) or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

**Telecommunications Industry Ombudsman (TIO)** - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at [www.tio.com.au](http://www.tio.com.au)