

Critical Information Summary

- Personal Naked DSL



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Personal Naked DSL service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Personal 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 split into peak and off-peak periods. If the data allocation is exceeded in either period the service will be shaped to a slower speed during that period until the next billing anniversary date (no excess usage charges). The service includes a dynamic IP address. A static IP address can be assigned for an additional cost. A single email mailbox is provided with each service and up to four additional mailboxes can be added for no extra cost. All charges must be paid by automatic deduction from a credit card.

Customers may request a plan change at any time. Plan changes may occur immediately, or on the next billing anniversary date, whichever is requested by the customer. There is no change to the contract term when changing between Personal Naked DSL plans unless the change is from a Personal Naked DSL plan to a Personal Naked DSL Xtreme plan, in which case a new contract term will begin. The new contract end date will be either 6 months from the date of the plan change, or, the original contract end date, whichever is later.

Minimum Term - The minimum contract term is 6 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 payable in advance each month. If the data allocation for the peak or off-peak period is exceeded the service will be shaped (slowed) during that period until the next billing anniversary date.

Establishment Fee - 6 month Contract Term \$129; 18 month Contract Term \$65. The 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 early termination fee is either \$160, or, the balance of the total remaining monthly access fees for the contract term, whichever is less.

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.

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-F24000-I plan (\$49 per month) on a 6 month contract term (\$129), the minimum total contract price over the 6 month contract period is \$423.

All prices include GST and are shown in AUD.

Personal Naked DSL Plans							
Plan Code	Maximum Speed (Download/ Upload Kbps)	Monthly Fee	Total Data Allocation (counting downloads and uploads)	Peak 7am to 7pm Monday to Friday	Off-Peak all other times	Shaping Speed (Download/ Upload Kbps)	Included Data Unit Price
N-F24000-I	24000/1000 (ADSL2+)	\$49	480GB	160GB	320GB	256/256	\$0.10/GB
N-F24000-J		\$59	640GB	240GB	400GB		\$0.09/GB
N-F24000-K		\$69	800GB	320GB	480GB		\$0.09/GB
N-F24000-L		\$99	1280GB	560GB	720GB		\$0.08/GB

Personal Naked DSL Xtreme Plans							
Plan Code	Maximum Speed (Download/ Upload Kbps)	Monthly Fee	Total Data Allocation (counting downloads and uploads)	Peak 6am to midnight, 7 days	Off-peak Midnight to 6am, 7 days	Shaping Speed (Download/ Upload Kbps)	Included Data Unit Price
N-X24000-D	24000/1000 (ADSL2+)	\$49	1100GB	300GB	800GB	256/256	\$0.04/GB
N-X24000-E		\$59	N/A	300GB	Unlimited		N/A

Other Information

Usage - Customers can view details of their Personal 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

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 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

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