



### Information about the Service

#### Description of the Service - Naked DSL is a broadband internet service

that works without the need for a traditional telephone service. By adding VoIP functionality we can provide great value telephony with free Local and National calls. Our Naked & VoIP services include the following monthly benefits:

- No Excess quota usage charges
- 10 email addresses
- ADSL2+ Speed
- Email protection
- Personal Web Space
- Awesome Local Customer Service

**Availability & System Requirements** – Coverage extends to approximately 400 exchanges across Australia. You can determine your availability using our service qualification tool at [www.esc.net.au/go/sq](http://www.esc.net.au/go/sq)

This service does not support the 'Priority Assistance' service feature for persons with life-threatening medical conditions; nor do we currently provide support for teletypewriter equipment or calls to some operator or premium rate services. VoIP uses new technology and as such certain services like monitoring services, fax/modem & alarms may not function.

**Minimum Term** – The minimum term for our Naked ADSL & Phone Bundle is 12 months.

**Equipment needs** – You need an approved compatible broadband modem (with VoIP adapter) & adsl filter to use this service. In addition, you need a compatible telephone handset, if you do not already have one EscapeNet can sell you one at an additional cost.

### Information about Pricing

The following tables list the adsl data plan options and included phone rates:

| Plan Name   | Monthly Included Data | Minimum Monthly Charge | Total Minimum Price | Total Minimum Price (inc Installation) | Unit Cost (/Gb) |
|-------------|-----------------------|------------------------|---------------------|--|-----------------|
| Naked Life  | 10+10GB               | \$49.90                | \$598.80            | \$697.80                               | \$2.49          |
| Naked Basic | 50+50GB               | \$59.90                | \$718.80            | \$817.80                               | \$0.60          |
| Naked Pro   | 75+75GB               | \$69.90                | \$838.80            | \$937.80                               | \$0.47          |
| Naked Super | 100+100GB             | \$79.90                | \$958.80            | \$1057.80                              | \$0.40          |
| Naked Elite | 300+300GB             | \$99.90                | \$1198.8            | \$1297.80                              | \$0.17          |

## Critical Information Summary – Naked DSL & VoIP

**Data Usage** – Data is equally divided into peak and off-peak periods. Off-peak is between 2am -10am. If you exceed your monthly data allowance, your service will be slowed down to 64kbps for all usage until the next billing cycle begins. This means that you will not be charged for extra data usage. You may elect to purchase data blocks in addition to your normal quota. Information is available at [www.esc.net.au/go/datablock](http://www.esc.net.au/go/datablock)

| Telephone         | Local & National | Mobile Calls  | International Calls                           |
|-------------------|------------------|---|---|
| <b>Naked VoIP</b> | Unlimited        | 14.5c/30 second block<br>(Costing 58c for a 2 min call) | Varied – (Refer to International Call Rates). |

13/1300 calls are 35c per call. Further information available online [www.esc.net.au/go/naked](http://www.esc.net.au/go/naked)

**Upfront Fees & Cancellation Fees** – calculated as per the table below.

| Contract Term    | Upfront Costs   | Early Termination Fees |
|------------------|---|------------------------|
| <b>12 Months</b> | Free Port-in using existing telephone service.<br>OR<br>\$99 installation fee | \$140 flat rate.       |

**Payment Processing Fee** - Failure to select Autopay will incur a \$4.95 admin fee. We accept Direct Debit, Credit Card, BPAY, PostbillPay, Cash and Cheque payments without surcharge. Approved customers may choose quarterly billing to remove the fee.

### Other Information

**Checking your data usage** - We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at [www.esc.net.au/go/myaccount](http://www.esc.net.au/go/myaccount)

**Customer Service** - You can call us on 1300 135 235 and we can assist you with account balances, usage updates, payments, general support and many other queries.

**Customer Dispute Resolution** - If you have a complaint you should call to speak to us for an immediate resolution. If you are not reasonably satisfied, you can escalate the matter by way of a written complaint at [www.esc.net.au/go/feedback](http://www.esc.net.au/go/feedback); In the very rare event that you are not happy with the outcome you may contact the TIO on 1800 062 058.

**This is a summary only** - our standard customer terms available at [www.esc.net.au/terms](http://www.esc.net.au/terms)