



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. Our Naked service includes the following monthly benefits:

- Unlimited data
- 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

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.

Minimum Term – The minimum term for our Naked DSL is 1, 12 or 24 months.

Equipment needs – You need an approved compatible broadband & adsl filter to use this service. If you do not already have one EscapeNet can sell you one at an additional cost.

Information about Pricing

The following tables list the Naked DSL data plans:

Plan Name	Monthly Included Data	Min Monthly Charge	Minimum Cost 1 Month Inc. \$129 set up	Minimum Cost 12 Months Inc. \$79 set up	Total Min Price 24 Months Free Set Up	Unit Cost (/Gb)
Really Naked Lite	30+30GB	\$49.90	\$178.90	\$677.80	\$1197.60	\$0.84
Really Naked Basic	120+120GB	\$59.90	\$188.90	\$797.80	\$1437.60	\$0.25
Really Naked Super	250+250GB	\$69.90	\$198.90	\$917.80	\$1677.60	\$0.14
Really Naked Unlimited	Unlimited	\$69.90	\$198.90	\$917.80	\$1677.60	N/A

Critical Information Summary – Naked DSL Unlimited

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

Plan Changes - You can upgrade this Naked plan to any other Naked plan and we will not charge you a fee to do so. Changes occur on the service anniversary.

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

Contract Term	Upfront Costs	Early Termination Fees
1 Month	Install \$129 Incorrect Callout/ Non attendance \$265	N/A
12 Months	Install \$79 Incorrect Callout/ Non attendance \$265	\$99.00
24 Months	Installation Free Incorrect Callout/ Non attendance \$265	Contract Payout (\$99 - \$229)

Payment Processing Fee - Autopay is payment by Direct Debit (Bank Acct, Credit Card). Failure to use Autopay incurs a \$4.95 fee. We accept BPAY, PostbillPay, Credit Card, Cash & Cheque payments without surcharge to approved customers who choose quarterly billing.

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

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; 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