

## Naked DSL A-500 (2016)

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Naked DSL A-500** plan. It covers things like the length of your contract and how much you need to pay each month.

#### MINIMUM TERM

The minimum term of the plan is **24 months**.

#### WHAT'S INCLUDED AND EXCLUDED?

Your DSL service includes:

- **A Static IP Address**
- **A 500GB Monthly Data Allowance**

As you are on a non-shaped plan, your speed will not be shaped once you have reached this allowance. You will instead be charged \$5.50 per excess GB over your included allowance.

Your data allowance resets at the beginning of each new billing period.

### INFORMATION ABOUT PRICING

- Your minimum monthly charge is **\$109.95** per month
- The minimum amount you'll pay over the 24 month term is **\$2,638.80**

#### CONNECTION CHARGES

You need a telephone line to sacrifice for new Naked DSL services, or you can churn an existing standard DSL service into Naked DSL. If you opt to churn an existing DSL service into Naked DSL, you will lose the telephone number associated with the landline, in addition to losing the ability to make and receive calls on the telephone line (including calls to 000).

If we are unable to sacrifice an existing telephone line at your premises, a new line connection will be required at a cost of \$125, provided infrastructure is available for connection. If the required infrastructure is not available, a brand new landline will be connected at a cost of \$299.

There may also be additional costs associated with connecting the line from your building's network boundary point (MDF), into your premises. Telair can provide a quote for this work, or you may seek the assistance of your own private technician.

Upon connection of any new Naked DSL services, you may also need to ask your previous service provider to disconnect your old service.

#### EARLY TERMINATION

If you cancel or move your DSL service to another provider, or it is disconnected for any reason within the minimum term, you will be charged an Early Termination Fee (ETF). This will be calculated as your minimum monthly charge multiplied by the months remaining in your contract term.

### OTHER INFORMATION

#### AVAILABILITY

ADSL2+ and Naked DSL (Annex A and Annex M) are not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ and/or Naked DSL are available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

Annex M ADSL2+ and Naked DSL services have a maximum theoretical speed of up to 20Mbps/3Mbps at selected exchanges.

#### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your DSL service on the date you ask for, but this might not always be possible.

If there has been a previous working ADSL+ service at your property and we can Fast Churn it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within three working days of your request. If this isn't possible, then we aim to connect your service within five to fifteen working days, depending on your location. If a new landline connection is required beforehand, please allow an additional one to three weeks for connection of your DSL service.

#### BROADBAND SPEEDS

Actual speeds you will receive will vary due to a number of factors, such as your distance from the exchange, the network connecting the exchange, your software and equipment (such as Wifi modems or network extenders etc) and Internet traffic.

#### BILLING

We will bill you in advance for the minimum monthly charge. If Excess Data charges apply, these will be billed in arrears. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### WE'RE HERE TO HELP

If you have any questions, just call us on 1800 835 247 so we can serve you better. You can also visit us at [www.telair.com.au](http://www.telair.com.au) for additional information, including to access information about your usage of the service.

#### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.telair.com.au>. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au>.



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