Critical Information Summary:
Easy Naked ADSL2+

About the Service

Internode Easy Naked is a high speed ADSL broadband service, with no additional phone line rental charge. There are a range of value-added services included with Easy Naked, and these are documented on our website.

A range of optional NodePhone VoIP phone services are available. In most cases, you can move your current telephone number to NodePhone VoIP; alternatively you can request a new phone number. A Critical Information Summary for NodePhone VoIP is available separately: **www.internode.on.net/pdf/legal/cis/cis-internode-nodephone.pdf**

Minimum Term

A minimum term of 1 month applies to all Easy Naked services with a once off setup charge of $59.99.

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling your broadband service will also cancel any other Internode products you've purchased that are only available when bundled with broadband. Should those products have their own contract term, you are liable for their associated break fees.

Plans

Plan Name	Monthly Included Data	Monthly Charge	Total Min. Charge (no lock-in contract)	Unit Cost of 1GB of data included in plan
Easy Naked 500	500GB	$59.99	$119.98	$0.12
Easy Naked Unlimited	Unlimited	$69.99	$129.98	NA

- The Total Minimum Cost on a monthly contract includes: one month of plan rental, plus the standard setup fee ($59.99)

Availability

- Easy Naked availability can be checked using our online coverage checker: **www.internode.on.net/coverage**.

Required Equipment

- You will require an ADSL router to connect your Easy Naked service, and a Voice-over-IP capable router to use NodePhone VoIP. If you don't already have one, Internode can sell you a suitable device at additional cost.
- Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Excess usage

- There are no excess usage charges on these plans. Except for Easy Naked Unlimited, traffic beyond the included data will be slowed to 256kbps.
- Included Data (Quota) is counted as the total of downloads plus uploads.
- These plans are not eligible for unmetered data inclusions. All data counts as metered usage of your monthly included data quota.
- You may purchase additional data if required. See **www.internode.on.net/datablocks**

Usage Information

Customers can obtain information on their usage via **www.internode.on.net/myinternode**

Customer Service Contact Details	Complaints Handling	Telecommunications Industry Ombudsman (TIO)
You can contact Internode for Technical Support via **1300 788 233** or online at: http://www.internode.on.net/contact/support	If you are dissatisfied with Internode, please follow the escalation process here: **www.internode.on.net/complaints** so we can try and resolve your complaint.	If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for independent mediation. TIO **P: 1800 062 058** http://www.tio.com.au/making-a-complaint

Further information: www.internode.on.net/easynaked