

## Critical Information Summary:

### Easy Naked Business ADSL2+

#### About the Service

Internode Easy Naked with a Business Pack 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 Business, 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-business.pdf](http://www.internode.on.net/pdf/legal/cis/cis-internode-nodephone-business.pdf)

#### Minimum Term

Choose from:

- No lock-in contract with a \$129 setup fee, or
- 24 month contract with a \$79 setup fee.

#### Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 24 month contract – a break fee applies if you cancel your service during the 24 months contract term. This fee covers the costs reasonably incurred by Internode when the contract commenced. The minimum applicable break fee is \$300 if you cancel within the first 6 months. The break fees below apply thereafter:
  - 1-6 months tenure: \$300 contract break fee
  - 7-12 months tenure: \$225 contract break fee
  - 13-18 months tenure: \$150 contract break fee
  - 19-24 months tenure: \$100 contract break fee
- 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)	Total Min. Charge (24 month contract)	Unit Cost of 1GB of data included in plan
Easy Naked 500 with a Business Pack	500GB	\$89.99	\$218.99	\$2238.76	\$0.18
Easy Naked Unlimited with a Business Pack	Unlimited	\$99.99	\$228.99	\$2478.76	NA

- The Total Minimum Cost on a monthly contract includes: one month of plan rental, plus the standard setup fee (\$129)
- The Total Minimum Cost on a monthly contract includes: 24 months of plan rental, plus the discounted setup fee (\$79)

#### Availability

- Easy Naked Business Pack availability can be checked using our online coverage checker: [www.internode.on.net/coverage](http://www.internode.on.net/coverage).

#### Required Equipment

- You will require an ADSL router to connect your Easy Naked Business Pack 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

- Except for Easy Naked Unlimited with a Business Pack, traffic beyond the included data are charged at \$5 per GB (calculated at \$0.05 per MB). This excess charge is capped to a maximum of \$299 per month.
- 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.

Further information: [www.internode.on.net/business/adsl](http://www.internode.on.net/business/adsl)

## Usage Information

Customers can obtain information on their usage via [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode)

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