

Information 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

Required Services & Availability

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.

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

Minimum Term

A minimum term of 1 month applies to all Easy Naked services.

Information About Pricing

Monthly Charges

There are two Easy Naked plans. Our online coverage checker can confirm plan availability at your specific location.

<i>Plan Name</i>	<i>Monthly Included Data</i>	<i>Monthly Charge</i>	<i>Total Minimum Cost Monthly Contract</i>	<i>Total Minimum Cost 24 Month Contract</i>	<i>Unit Cost 1GB of data included in plan</i>
Easy Naked 500	500 GB	\$59.99	\$188.99	\$1,518.76	\$0.12
Easy Naked Unlimited	Unlimited	\$69.99	\$198.99	\$1,758.76	N/A

- The Total Minimum Cost on a monthly contract is the standard setup fee plus one month of plan rental.
- The Total Minimum Cost on a 24 Month Contract is the discounted setup fee plus 24 months of plan rental.

Excess Usage Charges

- There are no automatic excess usage charges on these plans. Except for Easy Naked Unlimited, traffic beyond the included data will be slowed to 256 kbps.
- 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 Data Blocks at an additional cost for a data top up, if required. See: www.internode.on.net/datablocks.

Setup Charges

You have the options of:

- A standard setup fee with a monthly contract.
- A discounted setup fee with a 24 month contract term.

Setup Method	Monthly Contract	24 Month Contract
Churn a suitable existing Optus ADSL service	\$39	\$0
Transfer an existing Unconditioned Local Loop service	\$129	\$79
Convert a suitable active telephone service	\$129	\$79
Establish New Service on suitable vacant copper pair	\$129	\$79

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Cancellation Charges

- Applies to the 24 month contract term only. These charges cover the costs reasonably incurred by us when the contract commenced.
- If you select a 24 month contract term, and cancel your service during the initial 24 month period, you are liable for an early cancellation charge. The maximum applicable charge is \$300 within the first 6 months.
- Cancelling your broadband service will also cancel any other Internode products you've purchased that are only available when bundled with broadband. If those products have their own contract, you are liable for their associated early cancellation charges.

Early Cancellation Charge	Contract Tenure			
	1–6 months	7–12 months	13–18 months	19–24 months
Easy Naked	\$300	\$225	\$150	\$100

Other Information

Usage Information

Customers can obtain information on their Easy Naked usage at: www.internode.on.net/myinternode.

Customer Service Contact Details

Contact Internode Customer Service by calling **1300 788 233**; or online at: www.internode.on.net/contact/support.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at: www.internode.on.net/complaints.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation by calling **1800 062 058** or visiting www.tio.com.au/making-a-complaint.