

Information About The Service

The Service

ACN's Naked DSL provides ADSL2+ Broadband that does not require phone line rental.

Bundling requirements

We do not require you to bundle this service with any other service.

Equipment

The Naked Plan comes with a modem charged at \$29.00 and \$13.95 for delivery.

Minimum term

There is a 12 month minimum term with these plans however you can move to another plan within your minimum term without penalty or a plan change fee provided you commit to a new 12 month minimum term.

Limitations and qualifications

Naked DSL Plans are available to residential and small business users. ACN's Acceptable Use Policy applies.

Naked DSL may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the ACN website to check your service availability. You may not acquire ACN's fixed wire phone service or any other fixed wire phone service from another provider at the same time that you acquire this service from us.

Broadband speeds

Connection speed is up to 20,000/800kbps (ADSL2+). Actual speeds will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment, software and Internet traffic. Devices connected by Wi-Fi™ may experience slower speeds than those connected by Ethernet cable.

Information About Pricing

Minimum monthly charge

The minimum monthly charge for each Naked DSL Plan is specified in the table below. You pay an additional amount if you purchase additional data during the month.

Early termination fee (ETF)

An Early Termination Fee (ETF) will apply if you cancel or transfer this service within your minimum agreement term. The ETF is \$15.00 for each full and partial remaining month of the remainder of the agreement term. The maximum ETF is \$180.00.

Excess usage charges

Once your allocated data allowance has been used the service will be shaped to 256kbps for the rest of the monthly billing cycle. No excess usage charges will apply.

Connection fee

A once-off connection fee of \$49.00 applies to customers who transfer an existing service or activate a new Naked DSL broadband service with ACN.

Additional data

You have the option to purchase additional data blocks from myaccount.acnpacific.com.au if you exceed your data allowance (you have 60 days to use this additional data).

Data block allowance	Charge
5GB	\$9.99
15GB	\$19.99
30GB	\$39.99
60GB	\$59.99

Additional charges

If you choose:	Charge
To receive paper invoices via Australia Post	\$2.00 per paper invoice received (there is no charge if you receive your invoice via email)
To make a payment in person at Australia Post	View current charge at acnpacific.com.au
To make a payment using a credit card (Visa or MasterCard only)	1.5% of the total payment amount (waived for direct debit)

Monthly charges			
Plan	Naked 30	Naked 250	Naked 500
Data allowance	30GB	250GB	500GB
Minimum monthly charge	\$55.00	\$69.00	\$85.00
Total minimum cost	\$751.95	\$919.95	\$1,111.95
Cost of 1GB of data usage (included data allowance)	\$1.83 per GB	\$0.28 per GB	\$0.17 per GB
Cost of 1GB of data usage (excess usage)	Speed shaping to 256kbps	Speed shaping to 256kbps	Speed shaping to 256kbps

Other Information

Usage information

To access information about your call and data usage, please log into your MyAccount portal myaccount.acnpacific.com.au

Customer service

For customer service and to access ACN's internal dispute resolution scheme, please call us on **1300 881 778** or visit www.acnpacific.com.au/contact-us

TIO information

If we can't resolve your complaint to your satisfaction you may forward your complaint to the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**. Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. For full contact information visit www.tio.com.au/about-us/contact-us

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge and any additional data you may have purchased. Your first invoice will be higher because it includes a partial Plan Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit www.acnpacific.com.au