

Information about the Service

The Service

Naked 250 is a terrestrial DSL solution.

Bundling requirements

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

Equipment

The Naked 250 Plan comes with a modem charged at \$29.

Minimum term

There is a 24 month minimum commitment associated with this plan, however you can move to another ACN Naked DSL Plan within your 24 month committed term without penalty.

Limitations and qualifications

Your usage allowance is 250GB per monthly billing cycle. Once the allocated allowance of 250GB usage has been reached, the service will be shaped during the relevant period to 128kbps for the rest of the monthly billing cycle (you won't be charged extra for use). Both uploads and downloads are counted towards your usage. Any unused monthly allowance expires at the end of your billing cycle.

The Naked 250 Plan is available to small business and residential customers whose address is in a serviceable area and where there is availability at the exchange. You may not acquire ACN's Fixed Wire Phone Service or any other fixed wire phone service from another supplier at the same time as you acquire this service.

ACN Naked DSL can provide ADSL2+ download speeds to eligible customers in selected areas with upgraded exchanges, and ADSL1 speeds in many other areas. 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

Your minimum monthly charge is \$85.

Maximum monthly charge

Your maximum monthly charge is equal to the minimum monthly charge for this plan, unless you purchase additional data during the month.

Early termination fee (ETF)

If you cancel your ACN plan before your minimum committed term has ended, you must pay us an early termination fee (ETF), plus any outstanding charges. The ETF is \$15 for each remaining month (or part thereof) of the minimum term. Your maximum ETF is \$360.

Total minimum cost

When you take the Naked 250 Plan the total minimum amount you'll pay over the 24 month committed term is \$2,119 (\$85 x 24, \$29 modem and a one off \$50 connection fee including modem delivery).

What it costs for some basic usage

Usage	Cost
Using one megabyte of data	\$0.0003

Additional data

If you exhaust your data allowance, you have the option to purchase additional data at myaccount.acnpacific.com.au. You have 60 days to use this additional data. Data can be purchased in the following quantities:

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

Additional charges

If you choose:	Additional charge
To receive paper invoices via Australia Post	\$2.20 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)

Other information

Usage information

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

Customer service

For customer service and to access ACN's internal dispute resolution scheme, please visit acnpacific.com.au/contact-us or call us on 1300 881 778. In the unlikely event your dispute is not resolved to your satisfaction; you may forward your complaint to the Telecommunications Industry Ombudsman (TIO). Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. Telephone: 1800 062 058. Web: www.tio.com.au.

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 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 acnpacific.com.au/naked.