

NAKED DSL

Information about the service

Naked DSL services are a standalone fixed broadband service that delivers high speed Internet access without the need of an active landline phone service.

Service Availability

Service availability is subject to various factors such as network availability, site conditions and environmental factors. While a preliminary site qualification is performed upfront, the availability of the service may be subject to change based upon further qualification checks.

Equipment Required

To use the service, you require a ADSL compatible modem/router. Your modem will need to be Wi-Fi or VoIP enabled if you want to connect wireless devices or make use of your included VoIP Phone service. These may be purchased from the Fibre2air. You will also need a VoIP enabled handset to use VoIP Phone service.

Minimum Term

Naked DSL Bundle plans are available on either a no lock-in contract (\$199.00 activation), 12-month contract (\$99.00 activation) or on a 24-month contract (\$49 activation).

ADSL Speeds

ADSL speeds will vary depending on factors including but not limited:

- the distance from the local exchange
- the quality of the copper cable infrastructure in your area,
- Internet traffic, and your hardware and software.

ADSL download speeds can be typically from 1.5Mbps to 20Mbps Fibre2air cannot guarantee any specific speeds.

Information about Pricing

Monthly charges

Plan Name	Monthly Included Data	Monthly charge	Total Min. Cost (No Lock-in Contract)	Total Min. Cost (12 months Contract)	Total Min. Cost (24 months Contract)	Unit Cost 1GB of data included in plan
ADSL2+ 200	200GB	\$65.00	\$264.00	\$879.00	\$1609.00	\$0.325
ADSL2+ Unlimited	Unlimited	\$75.00	\$274.00	\$999.00	\$1,849.00	N/A

If you exceed your data quota, the service speed will be limited to 256kbps until the end of your billing month.

Optional Phone

Phone Package	PayG \$5.00	National Package \$10.00	Unlimited Package \$20.00
Local calls	15 Cents Per Call	Unlimited	Unlimited
National Calls	15 Cents Per Min	Unlimited	Unlimited
Mobile Calls	25 Cents Per Min	25 Cents Per Min	Unlimited
13/1300 Calls	35 Cents Per Call	35 Cents Per Call	35 Cents Per Call
International Calls	Please see rates card	Please see rates card	Please see rates card

- Timed calls are billed in 60-second increments.
- Calls to 19/1900 services are not available on the fibre2air VoIP Phone service.
- This service will not work if there is an interruption to your internet connection. That includes dialing emergency numbers; 000. This service is not suitable for people with life threatening medical conditions that require priority assistance.

Upfront Activation Charges

The below activation fee is applicable when signing up to an NBN™ Plan.

No Lock-in Contract	12 Months Contract	24 Months Contract
\$199.00	\$99.00	\$49.00

Additional charges may apply subject to site feasibility or the technician visit at service installation. The standard setup charge does not include installation of new lines, new socket or other internal wiring.

Upfront Hardware Charges

Product	Hardware Price	Postage Charges
Standard - Netcomm NF10WV	\$69.99	\$14.95
Advanced - Netcomm NF18ACV	\$119.99	\$14.95

The hardware provided will auto-configure with the Fibre2air network once the service is activated and the device is connected.

Installation

The activation time of a DSL service is 8-20 business days (excludes Sat, Sun and public holidays) from the time of a qualified order. Activation times can be impacted by:

- Natural disasters or extreme weather conditions that cause mass outages
- Incomplete, incorrect, or invalid address details

NBN™ Upgrade Information

Fibre2air commit to you that if the NBN™ service becomes available in your area, and you would like to migrate over to using our NBN™ services, we will help you do this with no contract break fees. In some cases, you can keep using the modem/router hardware that you right now. If it's not NBN™ service ready, a purchase order for a suitable modem/router can be made through our Residential Sales Team.

Early Termination Charge

Contract	Fees
No Lock-in Contract	\$0.00
12 Month Contract	Up to \$250
24 Month Contract	Up to \$350

Other Information

Usage Information

To check your current usage levels. login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at tio.com.au/about-us/contact-us