

Critical Information Summary

ADSL2+ Broadband (Naked)

Information About the Service

Naked ADSL2+ Broadband Internet provides you with a broadband internet service without the cost of telephone line rental. Naked DSL2+ is an internet data line only. Even though the service is activated on a vacant phone line, it has no associated phone number or phone service. This service is ideal if you use your mobile phone or a VoIP service to make calls.

Service Requirements

Naked Broadband ADSL2+ services require your premises to have a telephony line in order for the Broadband service to operate.

You will also require an ADSL compatible modem. An ADSL modem can be obtained from ZettaNet at an additional cost. Refer to www.zetta.net.au/support/purchase-new-hardware for modem pricing.

Service Availability

ZettaNet ADSL and ADSL2+ services are not available in all areas or premises. Refer to our online Availability Check - <http://www.zetta.net.au/services/internet/dsl2-broadband>

Minimum Term

Naked ADSL2+ Broadband services are available on 1 month, 12 month and 24 month contract terms. 12 and 24 month contract terms offer discounted connection fees. Early termination fees apply.

Information About Pricing

Plan Name	Minimum & Maximum Monthly Charge	Monthly Quota		Total Minimum Price (1 mth Contract)	Total Minimum Price (12 mth Contract)	Total Minimum Price (24 mth Contract)	Cost of 1MB Data within Monthly Quota
		Peak	Off Peak				
Home Naked 1	\$66.00	50 GB	100 GB	\$286.00	\$912.00	\$1,584.00	\$0.00044
Home Naked 2	\$79.00	60 GB	120 GB	\$299.00	\$1,068.00	\$1,896.00	\$0.00044
Home Naked 3	\$99.00	80 GB	160 GB	\$319.00	\$1,308.00	\$2,376.00	\$0.00041
Home Naked 4	\$129.00	90 GB	225 GB	\$349.00	\$1,668.00	\$3,096.00	\$0.00041
Home Naked 5	\$149.00	120 GB	260 GB	\$369.00	\$1,908.00	\$3,576.00	\$0.00039

Total Minimum Price (1 mth Contract) includes the setup fee (\$220) plus 1 month plan fee.

Total Minimum Price (12 mth Contract) includes the setup fee (\$120) plus 12 month plan fee.

Total Minimum Price (24 mth Contract) includes 24 month plan fee with the setup fee being waived.

Peak Time: 06:00:00 – 17:59:59

Off Peak Time: 18:00:00 – 05:59:59

Upload data is not counted. No excess usage charges. Service speeds will be shaped to 256kbps down and 256kbps up. If you are shaped, you may purchase extra quota at an additional cost.

Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination and Plan Change fees.

Other Information

Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 6pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by ZettaNet using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint