This Critical Information Summary (CIS) sets out the important information you need to know about your plan. It covers things like the length of contract, how much you need to pay, what's included in your plans and what's not.

ABOUT THE SERVICE

Your plan gives you access to a Naked DSL Broadband service with a monthly data allowance. This CIS sets out the pricing and special conditions that apply to your Naked DSL 500GB Plan.

This service does not include a telephone service.and does not allow for analogue services, including voice telephone calls, alarm, EFTPOS, fax, or pay TV modem.

BROADBAND EDUCATION PACKAGE

A broadband education package has been developed by Communications Alliance and other stakeholders, including; the Department of Communications & the Arts, the Australian Communications & Media Authority, the Australian Consumer & Competition Commission and the Telecommunications Industry Ombudsman.

It is intended as a general guide to help consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. It also provides guidance on steps consumers can take to improve their experience when using broadband connections, trouble-shooting tips, and answers to some frequently asked questions.

You can access the broadband education package online at: https://www.commsalliance.com.au/BEP

CONNECTION AND AVAILABILITY

This service may not be available in your area. You can confirm availability by calling us on 1800 100 800. If we are unable to connect your Naked DSL Broadband service you may cancel your order free of charge.

To use this service you will need a compatible router which can be purchased from us or we may include one as part of your plan.

You can use your own router provided it is compatible with the service. If we did not supply your router we cannot guarantee the reliability of the service and we will not be responsible for the configuration or ongoing maintenance of your device.

WHAT'S INCLUDED IN YOUR PLAN

- The Monthly Data Allowance (MDA) detailed below:

DATA DESCRIPTION	ALLOWANCE
1GB (Gigabyte) = 1,000MB (Megabytes)	500GB per month

MONTHLY DATA ALLOWANCE

Unused MDA expires each month. If you exceed your MDA in a monthly billing period you won't be charged for extra use, your speed will be slowed to 256kbps for all usage until your next billing period begins.

ABOUT PRICING

MINIMUM MONTHLY CHARGE

$65.00 including GST

MINIMUM TERM & ACTIVATION CHARGE

24-months	12-months	1-month
$99.00	$149.00	$198.00

MINIMUM PLAN COST

24-months	12-months	1-month
$1,659.00	$929.00	$263.00

EARLY TERMINATION CHARGE

If you cancel your Naked DSL 500GB Plan before the end of the minimum term, you need to pay a $220.00 Early Termination Charge.

UPLOAD AND DOWNLOAD SPEEDS

Naked DSL Broadband is a residential grade Internet service that delivers ADSL2+ speeds.

Actual speeds vary due to your distance from your local telephone exchange, your router and other equipment, the number of devices using the service, software and the way data is transmitted over your network. Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

CONNECTION TIMEFRAMES

Once your application is accepted by us we will try to connect your service on the date you ask for however, this may not always be possible.

YOUR FIRST BILL

Pricing in this CIS is for a monthly full billing cycle. Your first bill will include your minimum monthly charge in advance and may also include activation charges and pro rata charges for part of the month if you started or changed your plan part way through a billing period.

MANAGE YOUR ACCOUNT ONLINE

You can update your contact details, order services, cancel existing services, create support tickets, view and download bills, charges and transaction history by signing into your online account portal 24 hours a day, 7 days a week available at movox.com.au/my-account.

CONTACTING MOVOX

If you have questions about our services or charges please call us on 1800 100 800 or send us a message online at movox.com.au/contact-us.

COMPLAINTS OR DISPUTES

We will take all reasonable steps to resolve complaints within 21 days. If you need to make a complaint please call us on 1800 100 800 or send us a message online at movox.com.au/contact-us.

If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058 or go to tio.com.au

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TERMS AND CONDITIONS

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