

BYTECARD PTY LTD

Critical Information Summary

ADSL (including ADSL2+) based Broadband Services

Information About The Service

The service:

ByteCard Pty Ltd is an ISP offering internet access with a monthly included data allowance delivered via ADSL. Depending on the plan you select you may either have your speed reduced (shaped) to 256Kbps once you used up all your included allowance or you can continue using the service at the same speed and pay excess data charges.

Bundling:

You must have an active Telstra telephone line for this service to work. A Telstra Phone Line is supplied through Telstra Pty Ltd and any charges for the line are not included in the service provided by us.

Mandatory components:

You will require a modem for this service. This modem is required for you to connect to the Telstra ADSL network. Our monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

Minimum term:

The service is available with a minimum term of 12 months. You may also be offered to purchase additional months in advance in return for a financial advantage, discount or bonus. If you choose to take up this offer there will be no refund if you cancel the service in that time.

Important conditions:

This service may not be available at your location. Please contact us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

Minimum monthly charge:

Plan Name	Monthly Included Data (Peak / Offpeak)	Minimum monthly charge	Minimum cost over 12 months including setup fee	Unit cost of 1Gb of data on this plan (After installation)
5+5 Plan	(5Gb / 5Gb)	\$59.95	\$858.40	\$5.99
10+10 Plan	(10Gb / 10Gb)	\$69.95	\$978.40	\$3.49
20+40 Plan	(20Gb / 40Gb)	\$99.95	\$1,338.40	\$1.66
40+40 Plan	(40Gb / 40Gb)	\$139.95	\$1,818.40	\$1.74
60+80 Plan	(60Gb / 80Gb)	\$159.00	\$2,047.00	\$1.13

Excess Usage

There are no excess charges on the above plans.

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges, MyShape shaping speed Increase or additional datablock purchases.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Other Information

Usage information:

You can monitor your usage at www.netseed.com.au/toolbox

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 02 62828282 or by sending an email to feedback@netspeed.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

As an office of last resort you may choose to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

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

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of January 2015.