

BYTECARD PTY LTD

Critical Information Summary

Longreach based Broadband Services

Information About The Service

The service:

ByteCard Pty Ltd is an ISP offering internet access with a monthly included data allowance on the Longreach network. (See www.netspeed.com.au/longreach for further information about Longreach services and coverage). Once you have used up all your plan allowance, your speed will be reduced (shaped) to 256Kbs. You may also have the option of purchasing datablocks or increasing your shaped speed at additional cost.

Mandatory components:

You will require a modem/router for this service. 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 your choice of 1 month, 12 Months or 24 Months – The installation price is reduced if you agree to a longer minimum term.. 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 go to the Longreach website www.netspeed.com.au/longreach or call 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	Minimum monthly charge	Unit cost of 1Gb of data on this plan (After installation)
Longreach 25	25Gb	\$27.50	\$1.10
Longreach 100	100Gb	\$34.95	\$0.35
Longreach 200	200Gb	\$59.95	\$0.30
Longreach 300	300Gb	\$64.95	\$0.21

Excess Usage

There are no excess usage fees on the above Longreach connection plans.

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our MyShape shaping speed Increase or additional datablock purchases. If you do not purchase any of these options, there are no additional charges.

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>

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