

BYTECARD PTY LTD

Critical Information Summary

TransACT 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 TransACT network. (See www.transact.com.au for further information about TransACT services and offerings). 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 a TransACT Broadband service for this service to work. A TransACT broadband line is supplied through TransACT Pty Ltd and any charges for the TransACT Broadband line are not included in the service provided by us.

Mandatory components:

You will require a modem for this service. This modem is usually supplied by TransACT when you connect to their 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 1 month. 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 TransACT website www.transact.com.au 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 (Peak / Offpeak)	Minimum monthly charge	Unit cost of 1Gb of data on this plan
MyShape 10	(10Gb / 10Gb)	\$22.95	\$1.14
MyShape 25	(25Gb / 25Gb)	\$29.95	\$0.59
MyShape 75	(75Gb / 75Gb)	\$34.95	\$0.23
MyShape 100	(100Gb / 100Gb)	\$44.95	\$0.22

MyShape 165	165Gb Total (No peak/offpeak split)	\$54.95	\$0.33
MyShape 200	(200Gb / 200Gb)	\$64.95	\$0.16
MyShape 300	(300Gb / 300Gb)	\$74.95	\$0.12
MyShape 500	(500Gb / 500Gb)	\$89.00	\$0.09
MyShape 1000	1000Gb total (No peak/offpeak split)	\$99.95	\$0.10
EasyPlan Lite	350Mb total (No peak/offpeak split)	\$19.95	\$5.70
All-You-Can-Eat (1,500kbs)	Unlimited at this speed	\$179.95	N/a
All-You-Can-Eat (5,000kbs)	Unlimited at this speed	\$459.95	N/a
All-You-Can-Eat (10,000kbs)	Unlimited at this speed	\$779.95	N/a
BusinessPlan 10	10Gb total (No peak/offpeak split)	\$155.00	\$15.50
BusinessPlan 20	20Gb total (No peak/offpeak split)	\$279.00	\$13.95
BusinessPlan 40	40Gb total (No peak/offpeak split)	\$449.00	\$11.22
BusinessPlan 60	60Gb Total (No peak/offpeak split)	\$599.00	\$9.98

Excess Usage

Only Business Plans incur excess usage charges. These are charged at the rate of \$0.07 per Mb download above the stated plan quota. (\$70.00 per Gb)

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.