



Critical Information Summary for ADSL broadband service

Netbay ADSL Unlimited Bundle

Information About The Service

The service:

Netbay ADSL Unlimited Bundle is an ADSL2+ broadband service offering high speed Internet access includes monthly unlimited data allowance. ADSL Unlimited bundle plan consists of unlimited ADSL Internet and Telstra home phone budget line rental. A \$10 additional monthly charge will incur if our Internet connection is provisioned with Telstra DSLAMs.

Bundling:

Customer must have a Telstra phone line with for this service to work. We will help customer to submit Telstra home phone service with budget line rental plan to Telstra retail store once we received customer's application. Provisioning, set up, cancellation and call charges of home phone service is billed by Telstra to customer directly.

Mandatory components:

Customer must have an active Telstra phone line service. Customer will require an ADSL2+ broadband compatible modem for this service. Customer may purchase an ADSL2+ broadband compatible modem from us with additional cost as hardware cost does not include in our monthly service fees.

Minimum term:

Contract options of 0 month or 12 months or 24 months.

Important conditions:

Netbay ADSL Unlimited Bundle may not be available at your location upon completion of Telstra home phone service due to unforeseen circumstances. Netbay Internet will not hold any responsibilities for termination of Telstra Phone service if Netbay ADSL Unlimited Bundle became unavailable. In the event of cancellation of the ADSL unlimited bundle plan, Netbay Internet is not responsible for any cancellation or termination cost incurred for the Telstra home phone service.

Provisioning, set up, cancellation of Telstra home phone budget line rental plan and phone call charges cost billed by Telstra to customer directly.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of July 2013.

Information About Pricing

Monthly charge:

Contract Length	Min. Monthly Charge	Max. Monthly Charge	Set-up Fee	Telstra Home phone Monthly Charge*	Invoice By Email	Invoice By Mail	Re-provisioning Fee
No contract	\$45	\$55	\$150	\$23	\$0	\$3.3	\$99
12 month contract	\$45	\$55	\$99	\$23	\$0	\$3.3	\$99
24 month contract	\$45	\$55	\$0	\$23	\$0	\$3.3	\$99

* Telstra home budget line rental plan and phone call charges cost billed by Telstra to you directly

Early termination charges:

If customer cancels Netbay ADSL Unlimited Bundle prior to the end of agreed contract term when sign up. Customer will incur early termination charge of once off \$150 plus the remaining monthly cost of the agreed contract.

Other Information

Usage information:

You can monitor your usage at our website www.netbay.com.au when you login your Netbay account or by calling us on 1 300 733 215.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 733 215 or by sending an email to accounts@netbay.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

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.

You can contact the TIO 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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