



Critical Information Summary for Dial Up Service

Netbay Dialup

Information About The Service

The service:

Netbay Dialup is a dial-up Internet service offering unlimited hours internet access and unlimited downloads and uploads with a maximum speed of up to 56kbps.

Bundling:

Netbay dial up connection could be connected as long as you have access to local telephone landline service anywhere within Australia.

Mandatory components:

You can use any ACA approved dialup modem to connect. Dialup modem could be an internal or external hardware. Usually it is an optional hardware. Customer would need to purchase compatible dialup modem for the dial up Internet service. Customer should also be aware that dialup modem driver needs to match with computer operating system.

Minimum term:

Contract options of 3 month or 12 months. 12 months subscriptions could get 1 additional monthly dialup service for free. Service charges are required to pay upfront.

Important conditions:

A maximum of five (5) hours per session means that you could have a maximum of five hours internet usage within one session or one block. The dial up Internet service would be disconnected as soon as it reaches the session limit of 5 hours. Customer would be able to re-connect straight away. Each dial up connection attempt would cost customer a local call charge (our dial up phone number has the coverage across Australia with the cost of a local call). Cost would be charged via customer's landline service provider.

No additional phone landline service required for dial up Internet connection. However, dial up Internet connection would occupy the landline service, meaning customer would not be able to make / receive phone calls while using dial up connection

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	Once-off Charge	Set-up Fee	Invoice By Email	Invoice By Mail	Re-provisioning Fee
3 month contract	\$29.9	\$0	\$0	\$3.3	N/A
12 month contract	\$89.9	\$0	\$0	\$3.3	N/A

Early termination charges:

No early termination fee will be raised from Netbay Dialup service. If customer cancelling service prior to the end of contract term. The remaining monthly service fee of the agreed contract would not be refundable.

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>