



Critical Information Summary for ADSL broadband service

Netbay The Unlimited 2

Information About The Service

The service:

Netbay The Unlimited 2 is an ADSL2+ broadband service offering fast speed internet access with a monthly included Unlimited data allowance. A \$10 additional monthly charge will incur if ADSL2+ connection is provisioned with Telstra DSLAMs.

Bundling:

Customer must have a Telstra phone line with for this service to work. This service is not conditional on customer having a phone line with us and equally the phone line rental is not included in the service. Please contact us if you wish to have a service that also includes a phone line with Telstra.

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:

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

Information About Pricing

Monthly charge:

Contract Length	Min. Monthly Charge	Max. Monthly Charge	Set-up Fee	Quick Churn Fee	Invoice By Email	Invoice By Mail	Re-provisioning Fee
No contract	\$48	\$58	\$150	\$150	\$0	\$3.3	\$99
12 month contract	\$48	\$58	\$99	\$50	\$0	\$3.3	\$99
24 month contract	\$48	\$58	\$0	\$0	\$0	\$3.3	\$99

Early termination charges:

If customer cancels Netbay ADSL Unlimited 2 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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