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## Critical Information Summary for Cable Service

### Netbay Cable

#### Information About The Service

##### *The service:*

**Netbay Cable – 5000** is a cable broadband service offering fast and stable speed Internet access up to 5 mbps which includes monthly unlimited data downloads allowance.

##### *Bundling:*

Netbay Cable is available at selected apartment buildings in Victoria. Netbay cable does not require home phone landline service, therefore home phone line rental is not necessary for this service. Please contact us to check service availability. Netbay cable does not require modem router to operate as service is already installed in the selected apartment building.

##### *Mandatory components:*

Netbay Internet would not provide direct support if customer wish to set up internal network via networking device within their apartment.

Please contact us for further information.

##### *Minimum term:*

Contract options of 0 month or 6 months or 12 months.

##### *Important conditions:*

The home phone landline service is not required. This service may not be available at your location. Please contact us to check service availability at your location.

## Information About Pricing

### *Monthly charge:*

Contract Length	Monthly Charge	Set-up Fee	Invoice By Email	Invoice By Mail	Re-provisioning Fee
No contract	\$39.95	\$50	\$0	\$3.3	N/A
6 month contract	\$39.95	\$30	\$0	\$3.3	N/A
12 month contract	\$39.95	\$0	\$0	\$3.3	N/A

### *Early termination charges:*

If customer cancelling service prior to the end of contract term. 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](http://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](mailto: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>

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.