



## Critical Information Summary:

### ADSL Broadband & Landline Service Bundle

Loadednet Pty Ltd

ABN: 31 114 561 876

[www.loadednet.com.au](http://www.loadednet.com.au)

#### Information about the service:

- Personal ADSL Broadband service that delivers high speed internet access bundled with an active landline phone service
- Speeds of up to 24000/1000 are available, with peak data usage up to your specific plan data allocation and unlimited off peak data
- Excess usage will be shaped (slowed to 512kbps) after your limit has been reached. Any unused monthly allowance expires at the end of the billing cycle (per calendar month)
- This product is not required to be bundled with any other Loadednet product
- Phone call charges are at the rates shown below or available at [www.loadednet.com.au](http://www.loadednet.com.au)
- A single email mailbox and a static IP address are included with your service

#### The minimum term is:

There are no minimum term and no contracts, but an early disconnection fee of \$85.00 (incl GST) applies if you disconnect your service within 6 months of the connection date

#### The offer includes:

- Specified data per month (see table below) within peak periods
- Unlimited off peak data (11pm – 7am)
- Free local home set up (call out fees may apply for additional work, eg networking)

#### The offer excludes:

- Modem, telephone handset, telephone call costs
- ADSL Connection fees (all including GST) which could be: Churn \$45.00 or New ADSL Connection \$110.00, unless waived
- New telephone line connection fees ranging from \$79.00 to \$329.00. (There is no charge to transfer an existing phone service)

#### Important conditions of the offer:

- Modem fee (if required) and relevant connection fee will be on your first invoice
- All access fees are billed one month in advance – your first invoice will be pro-rated to include service commencement date and service up to one month in advance of the current month of billing
- All invoices will be emailed unless you request them to be sent by mail
- 30 days written notice (email, fax or letter) is required from you for disconnection
- A \$15.00 (incl GST) late payment fee may apply if an invoice is not paid by the due date
- A 1.5% (incl GST) credit card surcharge applies for all credit card payments
- Call out fees may apply for customer faults where the fault is deemed to be customers own
- A \$29 reconnection fee applies if the service is suspended for non-payment
- All speeds quoted are maximum theoretical speeds. Loadednet cannot guarantee that the maximum speeds stated will be attainable in all cases

## Information about pricing:

### The minimum monthly charge is:

- 10GB \$74.95 (0.0050c per MB, where 1GB=1000MB & phone rental \$25)
- 25GB \$79.95 (0.0022 cents per MB)
- 50GB \$84.95 (0.0012 cents per MB)
- 100GB \$94.95 (0.0007 cents per MB)
- 250GB \$104.95 (0.0003 cents per MB)

Plus any applicable call charges (incl GST):

Local:	18 cents per call
National:	0.09 per min no flagfall
International:	See <a href="http://www.loadednet.com.au">www.loadednet.com.au</a> for details
Mobile:	0.32 min no flagfall (eg 0.64 for 2min standard national mobile call)
13/1300:	0.42 cents per call

### The maximum monthly charge is:

Monthly plan fee plus \$15.00 late fee (if applicable) plus 1.5% credit card surcharge (if applicable) plus applicable call charges

### The maximum early termination charge is:

\$85.00 (incl GST) if ADSL service disconnected within 6 months, plus 30 days access fees if no written notice of cancellation provided

### The total (minimum) cost over the minimum plan term is:

No minimum plan term, but total minimum cost would be modem fee (if required), relevant connection fee, 30 days access fees (if no written notice of cancellation provided) and \$85.00 early disconnection fee (if disconnected within 6 months)

## Other information:

### Contact details:

Our website is [www.loadednet.com.au](http://www.loadednet.com.au)

For Sales, Support, or Accounts please visit [our website](#) or call 1300 851 154

### Our service commitment:

- We will provide 30 days written notice for any pricing changes or if we cancel a service
- While we always endeavour to do our best to solve every fault, be aware that we do rely on third party service providers (eg/ Telstra, Optus)
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email [accounts@loadednet.com.au](mailto:accounts@loadednet.com.au) or call us on 1300 851 154

Our Acceptable Use Policy, Complaint Handling Process, Financial Hardship Policy and other important documents are available on [our website](#)

*The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. Contact [www.tio.com.au](http://www.tio.com.au)*

**Phone:** 1800 062 058 (Monday to Friday 9am to 5:30pm)

**Fax:** 1800 630 614

**Postal:** PO Box 276, Collins Street West, VIC 8007