



Critical Information Summary:

LoadedUP Bundle

Loadednet Pty Ltd

ABN: 31 114 561 876

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
- 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 \$138.00 (incl GST) applies if you disconnect your service within 12 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, national, 13#### calls & Optus mobile calls
- Free local home set up (call out fees may apply for additional work, e.g. networking)

The offer excludes:

- Modem, telephone handset, telephone call costs
- Service Connection fees (all including GST): \$138.00

Important conditions of the offer:

- Modem fee (if required) and 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:

- 50GB \$79 (0.0011c per MB, where 1GB=1000MB & phone rental \$25)
- 100GB \$89 (0.0006 cents per MB)
- 250GB \$99 (0.0003 cents per MB)

Plus any applicable call charges (incl GST):

Local:	No Charge
National:	No Charge
International:	See www.loadednet.com.au for details
Optus Mobile:	No Charge
Non-Optus Mobile:	0.32 min no flagfall (e.g. 0.64 for 2min standard national calls)
13/1300:	No Charge

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:

\$138.00 (incl GST) if service disconnected within 12 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 \$138.00 early disconnection fee (if disconnected within 12 months)

Other information:

Contact details:

Our website is 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 (e.g. Telstra, Optus)
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email 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

Phone: 1800 062 058 (Monday to Friday 9am to 5:30pm)
Fax: 1800 630 614
Postal: PO Box 276, Collins Street West, VIC 8007