



Loadednet

Critical Information Summary:

Personal Naked DSL Broadband

Loadednet Pty Ltd

ABN: 31 114 561 876

www.loadednet.com.au

Information about the service:

- Personal Naked DSL Broadband is a standalone fixed broadband service that delivers high speed internet access without the need of an active landline phone service
- Speeds of up to 24000/1000 are available at enabled exchange areas, subject to infrastructure availability at your premises. 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
- A single email mailbox and a static IP address are included with your service

The minimum term is:

There are no minimum terms 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 home set up (call out fees may apply for additional work, eg networking)

The offer excludes:

- Modem (if required)
- Connection fees (all including GST) which could be: Churn \$45.00 or New Connection \$138.00, unless waived

Important conditions of the offer:

- Modem fee (if required) and relevant connection fee will be on 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 \$54.95 (0.0055 cents per MB, where 1GB = 1000MB)
- 25GB \$59.95 (0.0024 cents per MB)
- 50GB \$64.95 (0.0013 cents per MB)
- 100GB \$74.95 (0.0007 cents per MB)
- 250GB \$79.95 (0.0003 cents per MB)

The maximum monthly charge is:

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

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 of connection date)

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 (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 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