

INFORMATION ABOUT PLANS:

MONTHLY PRICE

Data Allowance

50GB=25GB peak & 25GB off peak, 100GB=50GB peak & 50GB off peak (Off peak 12am-6am)

Speed		50GB	100GB	Unlimited
Max. download/upload	12Mbps/1Mbps (1-2 users)*	\$55	\$65	\$69
	25Mbps/5Mbps (3-4 users)*	\$65	\$75	\$89
	50Mbps/20Mbps (4-6 users)*	\$75	\$85	\$99
	100Mbps/40Mbps (6 or more users)*	\$85	\$95	\$119

* Depending on individual type of usage

50GB - for everyday use (e.g. emails, browsing the web, social media and approximately 10 Netflix movies.).

100GB - perfect for families or businesses, allows approximately 20 Netflix Movies.

Unlimited - for businesses or houses that always use the internet (you can download as much or as little as you want).

Per MB Price	50GB	Unit Cost	100GB	Unit Cost
	\$	1GB of incl. data	\$	1GB of incl. data
12Mbps/1Mbps	55	0.90	65	0.65
25Mbps/5Mbps	65	1.30	75	0.75
50Mbps/20Mbps	75	1.50	85	0.85
100Mbps/40Mbps	85	1.70	95	0.95

THE MAXIMUM MONTHLY CHARGE IS:

Monthly plan fees plus \$15 late fee (if applicable), plus \$29 suspension fee (if applicable), plus 1.5% credit card surcharge (if applicable), plus applicable VoIP call charges.

THE MAXIMUM EARLY TERMINATION CHARGE IS:

If customer chooses 12-month contract, they are required to give 30 days' notice and will be charged a \$150 termination fee for cancellation before 12 months. If customer chooses 24-month contract, they are required to give 30 days' notice and will be charged a \$250 termination fee for cancellation before 24-months.

THE TOTAL (MINIMUM) COST OVER THE MINIMUM PLAN TERM IS:

If you choose to pay \$99 connection fee there is a 12-month contract, if you pay \$0 connection fee there is a 24-month contract, otherwise total minimum cost would be: connection fee, monthly access fee (& for optional VoIP number plus call charges), any non-standard installation fees.

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. NBNCo).
- If you are dissatisfied with the service you have received and you wish to lodge a complaint please email admin@loadedisp.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](#).

OTHER INFORMATION:

Call rates for VoIP are available on www.loadednet.com.au.

Data usage information is available through 'MyAccount' on our website – refer to your invoice email for access details.

CONTACT DETAILS:

- Our website is www.loadednet.com.au.
- For Sales, Support or Accounts please visit [our website](#) or call 1300 851 154.

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