

## SpeedWeb Critical Information Summary

### Information About The Service

SpeedWeb Services internet services and connections do not have a minimum term.

### Availability / Requirements

SpeedWeb Wireless Internet is available within our arbitrarily defined service area. A rough guide to this service coverage area is available at <http://speedweb.com.au/coverage.php> however all service installations may be subject to a site test to ensure serviceability prior to installation or any commitment to supply a product.

A SpeedWeb wireless internet service supplies a single network port into a customer's location at an installation cost of \$99, \$149 for Multi Storey properties – if a customer requires a home network, they will need to supply their own hardware or purchase a network router from SpeedWeb at any time for \$75.

### Included Features

SpeedWeb customers are entitled to 5 email addresses at the Speedweb.com.au domain name, and Australian technical and account support over the phone.

### Information About Pricing

SpeedWeb Pricing Plans give a certain amount of downloads for use in "Peak Hours" (From Midday to Midnight), and then a separate allowance for use in "Off Peak Hours" (From Midnight to Midday). All data expires at the end of the calendar month and must be renewed to continue service.

Plan Name	Peak Downloads	Off Peak Downloads	Monthly Price	Total Min Price
A	25GB	25GB	\$34.95	\$133.95
B	50GB	50GB	\$44.95	\$143.95
C	100GB	Unlimited	\$54.95	\$153.95
D	500GB	Unlimited	\$69.95	\$168.95
E	1000GB	Unlimited	\$99.95	\$198.95

**Excess Data:** Charged at only \$10.00 per Gigabyte

**Excess Data on Plan E:** charged at \$2.00 per Gigabyte.

A customer can contact SpeedWeb if they are unhappy with the excess data charges before paying the excess to discuss retroactively changing to a different plan for a previously billed month.

Cancellation: Service is cancelled at customer requests, or when an account remains unpaid for three months with no arrangement made to continue service otherwise. Upon cancellation, SpeedWeb will retrieve the radio hardware from the premises, typically with an arrangement made with a customer. There are no costs involved with retrieval of SpeedWeb hardware, or discontinuation of service.

***Other Information:***

**Customer Information:** Customers can view their account usage at any time by visiting [www.speedweb.com.au](http://www.speedweb.com.au) from their home SpeedWeb connection.

**Customer Service Contact Details:** Customer telephone enquiries should be directed to 03 5135 3395 from 9am to 8pm Monday to

Friday. Email based enquiries should be sent to [accounts@speedweb.com.au](mailto:accounts@speedweb.com.au) or [support@speedweb.com.au](mailto:support@speedweb.com.au)

**Dispute Resolution:** If you are not satisfied with the resolution provided by a SpeedWeb consultant, please call 03 5135 3395 to discuss the matter with a complains resolution staff member.

**Telecommunications Industry Ombudsman:** If you are not satisfied with SpeedWeb's complains resolution process, you can contact the Telecommunications Industry Ombudsman for third party mediation. This process can be started by contacting the TIO on 1800 062 058 or online at <http://www.tio.com.au/making-a-complaint>