

Monthly Minimum Charges

Plan	Included Data	Setup	Min. Cost +	\$/Gb	Monthly Rate
Starter	20Gb	Free*	\$249	\$2.45	\$49
Medium	150Gb	Free*	\$259	\$0.39	\$59
Generous ◇	600Gb◇	Free*	\$269	N/A	\$69
Seniors Basic	20Gb	Free*	\$245	\$2.25	\$45
Seniors Generous ◇	600Gb◇	Free*	\$255	N/A	\$55

* For 12 Month plan, Inquire for setup fees for other term times
 + Minimum cost includes one month subscription plus early termination fee of \$200

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

Bundling

You must have a dedicated phone line with for this service to work. This service is not conditional on you having a phone line with us and equally the phone line rental is not included in the service. Please contact us if you are interested in a VOIP phone option.

Equipment needs

You will require a modem for this service. The monthly fee does not include the cost for a modem but you may purchase one from us at an additional cost. Please contact us for further information

Minimum term

The service is available with no minimum term but will incur a cancellation fee within 24 months.

Important conditions

This service may not be available at your location. Call us to find out if you can be connected to this service at your location. This service provides you with a dynamic IP address. Static IP addresses are available on request. Please contact us for further information. - Additional email accounts \$2.00/month
 - Additional Static IP address & filtering profile \$20/month

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614 Online:

<http://www.tio.com.au/making-a-complaint>

Customer Service

We are committed to providing you with excellent service. Please contact us by calling 1300 309 121 or by sending an email to support@webshield.net.au if you have any questions, would like to give feedback or complaint.

Generous plans ◇

Generous plans have "waypoints" where speed is slowed beyond 300Gb / month to 1Mbps download speed. This speed is estimated be adequate for essential Internet activity. Webshield reserves the right to restrict internet speeds in situations of security concern (eg: client virus infection or other cause of uncontrolled data over-use). If you (the client) are confident that the high usage is not a security risk we will permit 300Gb more data to be made available.

Seniors Plan Limitations / conditions

Includes 1 static IP address, but No email address provided (assistance to setup free email service if required). Seniors card or other ID with DOB accepted as proof of age & eligibility.

Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to consume additional data via our "unshaping fee".

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. Termination fees include one month subscription plus early termination fee of \$200. Contact Webshield for a calculation.

Tracking your spend

You can also monitor your Data Usage by visiting MyWebshield at

<https://members.webshield.net.au/clientarea.php>

by sending an email to

support@webshield.net.au

or by calling us on 1300 309 121

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of Jan. 2017.