

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

Bundling is not offered with a phone plan. If you require a phone service, please contact us to discuss a VOIP option.

Equipment needs

You will require a router for this service. The monthly fee does not include the cost for a router 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 to confirm availability if needed. This service provides you with a dynamic IP address. Static IP addresses are available on request.

- Additional email accounts \$2.00/month
- Additional Static IP address & filtering profile \$20/month

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.

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.

NBN Plans

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 ◇	Generous ◇	Free*	\$269	N/A	\$69
Seniors Basic	20Gb	Free*	\$245	\$2.25	\$45
Seniors Generous ◇	Generous ◇	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

Higher NBN Speed Tier Fees

NBN Speed Tiers (Download / Upload)	Monthly Addon fee
12/1 Mbps	\$0 – Default unless another tier requested
Up to Max of 25/5 Mbps	\$15

“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 Feb. 2016.