

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 12 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](mailto:support@webshield.net.au) if you have any questions, would like to give feedback or complaint.

## NBN Plans

### Monthly Minimum Charges 12/1 Line Speed

Plan	Included Data	Setup	Min. Cost +	\$/Gb	Monthly Rate
Starter	20Gb	Free*	\$249	\$2.45	\$49
Medium	150Gb	Free*	\$259	\$0.39	\$59
Generous <sup>◇</sup>	Generous <sup>◇</sup>	Free*	\$269	N/A	\$69

### Special offer plans 25/5 Line Speed

Plan	Included Data	Switch Costs	Min. Cost +	\$/Gb	Monthly Rate
Feb2020 Upgrade	500Gb	Free*	\$269	\$0.13	\$69

\* 12 Month term applies from switch-over date

+ 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 trigger shaping (slower speeds) after 900Gb / month to 1Mbps download speed and alerts will be sent to you. 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 more data to be made available without charge. This procedure has proven useful in detecting potential security issues.

### Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to consume additional data.

### 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](mailto: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.