



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 wish to have a service that also includes a phone line with us.

Equipment needs

You will require a modem/router for this service. The monthly fee does not include the cost for a modem/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 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 complain.

NBN Plans Residential

Monthly Minimum Charges

Plan	Included Data	Setup	Min. Cost +	\$/Gb	Monthly Rate
Starter	10Gb	Free*	\$199	\$4.90	\$49
Small	30 GB	Free *	\$209	\$1.38	\$59
Medium	100 GB	Free *	\$219	\$0.89	\$69
Large	200 GB	Free *	\$229	\$0.40	\$79
XLarge	300 GB	Free *	\$239	\$0.40	\$89

* For 24 Month plan, Inquire for setup fees for other term times

+ Minimum cost includes one month subscription plus early termination fee of \$150

Higher NBN Speed Tier Fees

NBN Speed Tiers (Download / Upload)	Monthly Addon fee
25/10	\$15
50/20	\$30
100/40	\$40

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 \$150. Contact Webshield for a calculation.

Tracking your spend

You can also monitor your Data Usage by visiting MyWebshield at <http://www.webshield.net.au/my-webshield>, 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 March 2015.