



PRICING AND BILLING

Date last updated: 30 September 2008

1. Pricing Plans

Please refer to: <http://www.austarbrodband.com.au/plans/default.aspx>

Monthly Plan	Technology used	Account Set Up Charge	Monthly Subscription Fee	Monthly Download Limit	Monthly Time Limit	Additional Charges
256/64 kbps 300MB	Wireless	Nil	\$24.95	300MB	Nil	Nil
256/64 kbps 2GB	Wireless	Nil	\$39.95	2GB	Nil	Nil
256/64 kbps 10GB	Wireless	Nil	\$74.95	10GB	Nil	Nil
512/128 kbps 300MB	Wireless	Nil	\$34.95	300MB	Nil	Nil
512/128 kbps 2GB	Wireless	Nil	\$49.95	2GB	Nil	Nil
512/128 kbps 10GB	Wireless	Nil	\$84.95	10GB	Nil	Nil
1024/256 kbps 300MB	Wireless	Nil	\$59.95	300MB	Nil	Nil
1024/256 kbps 2GB	Wireless	Nil	\$74.95	2GB	Nil	Nil
1024/256 kbps 10GB	Wireless	Nil	\$109.95	10GB	Nil	Nil

If the monthly download allowance is exceeded, customers will not be charged any excess fees. The broadband speed will be slowed to 64/64kbps dial up equivalent for the remaining bill period.

2. Points of Presence and Dial-In Telephone Prefix

(NB Contact your telephone company for information about call charges between your home or business and ISP.)

Not applicable for this service.

3. Termination Fees

There are no termination fees on standard AUSTAR broadband Internet plans.

4. Restrictions on Availability of Services to Customers

Customers must be in a serviceable premises to access the AUSTAR broadband service.

AUSTAR broadband currently provides coverage to Wagga Wagga and Tamworth.

It is available in the markets serviced to customers who have a valid credit card account or alternatively, an active AUSTAR Subscription TV account.

5. Billing

AUSTAR broadband customers are billed monthly in advance.

Customers who subscribe to the AUSTAR broadband service can pay for their monthly subscription fees charges using a credit card.



AUSTAR Subscription TV customers who also purchase the AUSTAR broadband service can have their broadband charges billed to their Subscription TV account. These customers have the choice of paying for their total AUSTAR charges by direct debit to a credit card or to a nominated bank account.

6. Ancillary Services Provided

The following services are included in all AUSTAR broadband pricing plans:

- Technical support
- 5 FREE e-mail addresses with 100MB mail box storage each
- Webmail - Access to your email from any Internet connection anywhere in the world
- E-mail forwarding
- 20 MB of personal webpage space
- On-line technical board
- Free complementary nationwide dial up service
- Free anti-virus for incoming Email
- Free Junk Mail filtering
- AUSTAR broadband is a IIA approved Family Friendly ISP.

7. Access for Disabled Users

The AUSTAR broadband website achieves industry best practice in meeting the needs of people with disabilities. AUSTAR broadband customers and visitors viewing the AUSTAR broadband website have the option to view 'text' and 'image' navigation. Text navigation offers the following features for disabled users:

- Changes the style sheet which increases the font size
- Introduces cascading styles sheets which assists people with sight impairments
- Assigns 'Alt' text to images

PERFORMANCE

8. Total Number of Minutes per Week that Customers are Unable to Access the Internet because Modems Fully Occupied (for Each Point of Presence).

When Did This Occur?

(NB: 1 minute per week represents 99.99% availability, 10 minutes per week represents 99.9% availability and 100 minutes per week represents 99% availability.)

Not applicable for this service.

HELP AND INSTALLATION

9. Client Operating Systems for which Assistance is Available

AUSTAR broadband has information available at
<http://www.austarbroband.com.au/support/settings.aspx>.

10. Contact for Service Faults

Customers can contact AUSTAR broadband by telephone on 132 532.

11. Contact for Customer Technical Help

Customers can contact AUSTAR broadband by telephone on 132 532.

E-mail support can be sent to broadbandcontactus@austranet.com.au.

12. Hours for Customer Technical Help

Technical support is available 6 days a week Monday to Saturday from 7am to 7pm (EST).

13. Charging for Technical Help

Technical help at AUSTAR broadband is available free of charge for customers on all pricing plans.

14. Assistance with Initial Activation of Service

AUSTAR broadband offers customers 2 methods of service activation:

- Customers can speak to a technical representative to activate their modem and broadband service over the telephone.
- Customers can access the AUSTAR broadband portal for account activation.

15. Description of Effects of Set-up Disks on User's Systems

N/A.

16. Information About Setting Up Customer Equipment to Maximise Performance.

AUSTAR broadband has a set of comprehensive online FAQ's along with technical support 6 days a week to assist subscribers maximise performance.

AUSTAR broadband's FAQs are available at
<http://www.austarbbroadband.com.au/support/faq.aspx>.

COMMUNICATION

17. Contact Numbers for Administrative, Account and Billing Enquiries

Customers can contact AUSTAR broadband by telephone on 132 532 or on 132 432.

18. Period of Notice to be Given to the Customer Before Termination or Suspension of the Service.

AUSTAR broadband may terminate the service immediately if you breach the customer Terms and Conditions or if we reasonably believe that you have engaged in conduct which is unlawful or causes genuine distress to any member of our staff or representatives. AUSTAR broadband will endeavour to give you notice of such termination.

AUSTAR broadband may terminate the service at any time by providing 30 days notice to you.

19. Period of Notice to be Given by the Customer if the Customer Wishes to Terminate the Service.

Customers may choose to terminate their Internet service at any time but will be required to pay for the full month's service and will lose any unused usage allowance.

20. Customer Action Required to Terminate the Service

To terminate the AUSTAR broadband service, customers are required to call the AUSTAR broadband Customer Centre on 132 532.

21. Reminder Notices for Pre-paid Contracts

AUSTAR broadband does not offer a pre-paid service.

22. Period of Notice for Changes in Prices, Terms and Conditions.

AUSTAR broadband will provide a minimum of 14 days notice to customers if it varies its prices, fees or pricing plans.

AUSTAR broadband can amend the Terms and Conditions at any time. We will provide 14 days notice to you if the amendments will cause you detriment.

23. Method of Communication About Changes in Prices, Terms and Conditions

AUSTAR broadband will use one of or a combination of the following methods to communicate changes about prices, terms and conditions:

- An e-mail sent to the customer's primary AUSTAR broadband e-mail address
- An outbound call from an AUSTAR broadband representative
- Information on the AUSTAR broadband website
- Direct mail

24. Notice of Approaching Data Limits

E-mail notification is sent to customers advising customers that they have reached 50%, 80% or have reached the data allowance on their monthly plan.

Customers can also review their usage any time at <http://myaccount.austarnet.com.au/>

25. Operating Manuals, Guidebooks or Other Information

A Frequently Asked Questions section is available on the AUSTAR broadband website at <http://www.austarbbroadband.com.au/support/faq.aspx>

26. Internal Service Standards for Answering and Responding to Customer Enquiries

AUSTAR broadband Customer Service division maintains a service level that ensures 65% of customer calls are answered within 45 seconds and e-mail correspondence is responded to within 24 hrs.

27. Notice Period For Planned Outages

At present, AUSTAR broadband does not have a procedure to inform customers about planned outages.

28. Information about Planned Outages

Not currently available

29. Information about Unplanned Outages

Notice of unplanned outages is made available on the IVR when customers contact AUSTAR broadband on 132 532.

30. Internal Policies and Processes About Complaint Handling and Dispute Resolution

AUSTAR broadband has a comprehensive complaint and dispute handling procedure available on request.

31. Privacy Policy

AUSTAR broadband is committed to protecting your personal information and we agree to comply with the National Privacy Principles (NPPs) set out in the Federal Privacy. The NPPs regulate the way that organisations can collect, use, keep secure and disclose personal information. It also gives individuals the right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Detailed information on AUSTAR broadband's privacy policy can be found at:

<http://www.austarbbroadband.com.au/privacy.aspx>

SECURITY OF SERVICE

32. Information About Data Backed Up by ISP

AUSTAR broadband back's up the following data on a daily basis:

- E-mail
- Billing Records
- Customer Information

33. Information About Security Services

AUSTAR broadband provides customers information on spam, viruses, content filtering, security software at <http://www.austarbbroadband.com.au/support/security.aspx>

34. Information About Control of Use of Internet Service by Other Parties

Information about protecting usernames and passwords can be found at

<http://www.austarbbroadband.com.au/support/security.aspx>

OTHER INFORMATION

35. Affiliations with Industry Organisations

AUSTAR broadband is a member of:



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- IIA: <http://www.iaa.net.au>
 - TIO: <http://www.tio.com.au>
 - ACIF: <http://www.acif.org.au>
 - ADMA: <http://www.adma.com.au>
 - SPAN: <http://www.span.net.au>

36. Compliance with Industry Self-Regulatory Arrangements and Standards

AUSTAR broadband is a signatory to the Internet Industry Association's "Family Friendly ISP" program. Australian ISP's bearing this seal have agreed to comply with the IIA Codes of Practice. The IIA Codes set out the responsibilities of both Internet Service Providers and Internet Content Hosts in relation to content available on the Internet, including customer advice and content management issues, and complaints handling procedures. The Codes of Practice are registered with the Australian Broadcasting Authority (ABA).