



## PRICING AND BILLING

Date last updated: 30 September 2008

### 1. Pricing Plans

Please refer to <http://www.austarnet.com.au/portal/pricing.asp>

#### Non Bundled Pricing Plans

Monthly Plan	Technology used	Account Set Up Charge	Monthly Subscription Fee	Monthly Download Limit	Monthly Time Limit	Additional Charges
AUSTAR 5	PSTN	Nil	\$5.95	N/A	5 hours	\$3.45/hr
AUSTAR 10	PSTN	Nil	\$13.95	N/A	10 hours	\$2.45/hr
AUSTAR 350	PSTN	Nil	\$24.95	350 MB	Unlimited	\$0.17/MB
AUSTAR 500	PSTN	Nil	\$29.95	500 MB	Unlimited	\$0.17/MB
AUSTAR Mega	PSTN	Nil	\$34.95	Unlimited	Unlimited	Nil

#### Bundled with AUSTAR TV Pricing Plans

Monthly Plan	Technology used	Account Set Up Charge	Monthly Subscription Fee	Monthly Download Limit	Monthly Time Limit	Additional Charges
AUSTAR 5	PSTN	Nil	\$5.95	N/A	5 hours	\$3.45/hr
AUSTAR 10	PSTN	Nil	\$8.95	N/A	10 hours	\$2.45/hr
Bundled 15 Unlimited	PSTN	Nil	\$14.95	Unlimited	Unlimited	Nil

### 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.)

The AUSTARnet nation wide access is 0198 333 241.

### 3. Termination Fees

There are no termination fees on standard AUSTARnet Internet plans.

### 4. Restrictions on Availability of Services to Customers

The AUSTARnet service is available Australia wide to customers who have a valid credit card account or alternatively, an active AUSTAR Subscription TV account.

### 5. Billing

Customers that only purchase the AUSTARnet Internet service can pay for their monthly AUSTARnet subscription fees and any excess usage charges using a credit card.

AUSTAR Subscription TV customers who also purchase the AUSTARnet service can have their Internet 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 AUSTARnet 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 anti-virus for incoming Email
- Free Junk Mail filtering
- AUSTAR broadband is a IIA approved Family Friendly ISP.

## **7. Access for Disabled Users**

The AUSTARnet website achieves industry best practice in meeting the needs of people with disabilities. AUSTARnet customers and visitors viewing the AUSTARnet 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.)

As of 1 May 2005, AUSTARnet modems across all our POPs were not fully occupied.

## **HELP AND INSTALLATION**

### **9. Client Operating Systems for which Assistance is Available**

AUSTARnet has information available at <http://www.austarnet.com.au/toolkit/mysetup.asp>.

### **10. Contact for Service Faults**

Customers can contact AUSTARnet by telephone on 132 532.

### **11. Contact for Customer Technical Help**

Customers can contact AUSTARnet by telephone on 132 532.

E-mail support is available at [http://www.austarnet.com.au/portal/support\\_email.asp](http://www.austarnet.com.au/portal/support_email.asp).

---

The on-line technical board can also be used and can be accessed at  
<http://myaccount.austarnet.com.au/tech/msgboard.asp>

**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 AUSTARnet is available free of charge for customers on all pricing plans.

**14. Assistance with Initial Activation of Service**

AUSTARnet offers customers 3 methods of service activation:

- Customers can speak to a technical representative to have their PC set up over the telephone.
- Customers can use AUSTARnet's starter CD, which automatically set's up their PC.
- Customers can receive a configuration file sent via e-mail, which will automatically set up their PC.

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

The AUSTARnet start up disk will configure the customer's PC to connect to an AUSTARnet dial up number and will also upgrade an AUSTARnet branded version of Microsoft Internet Explorer.

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

AUSTARnet has a set of comprehensive online FAQ's along with technical support 7 days a week to assist subscribers maximise performance.

AUSTARnet's FAQs are available at <http://faq.austarnet.com.au/default.asp>.

## **COMMUNICATION**

**17. Contact Numbers for Administrative, Account and Billing Enquiries**

Customers can contact AUSTARnet 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.**

AUSTARnet 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. AUSTARnet will endeavour to give you notice of such termination.

AUSTARnet 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 AUSTARnet service, customers are required to call the AUSTARnet Customer Centre on 132 532.

**21. Reminder Notices for Pre-paid Contracts**

AUSTARnet does not offer a pre-paid service.

However, it offers customers the opportunity to buy blocks of Internet hours from our telephone sales representatives. Block Plan customers are given notice by e-mail when there are 5 remaining hours available for use on their plan.

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

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

AUSTARnet 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**

AUSTARnet 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 AUSTARnet e-mail address
- An outbound call from an AUSTARnet representative
- Information on the AUSTARnet website
- Direct mail

**24. Notice of Approaching Data Limits**

E-mail notification is sent to customers on block plans advising customers that they have 5 hours remaining on their pricing plan.

Email notification is also sent to customers on MB usage plans advising customers that they have 100MB's remaining before overage charges will apply.

Customers can also review their usage any time at  
[http://myaccount.austarnet.com.au/my\\_usage.asp](http://myaccount.austarnet.com.au/my_usage.asp).

**25. Operating Manuals, Guidebooks or Other Information**

A Frequently Asked Questions section is available on the AUSTARnet website at  
<http://faq.austarnet.com.au/default.asp>.

Additional information about computer settings is also available at  
<http://www.austarnet.com.au/toolkit/mysetup.asp>.

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

AUSTARnet's 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, AUSTARnet 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 AUSTARnet on 132 532.

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

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

**31. Privacy Policy**

AUSTARnet 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 AUSTARnet's privacy policy can be found at:  
<http://www.austarnet.com.au/portal/privacy.asp>

## **SECURITY OF SERVICE**

**32. Information About Data Backed Up by ISP**

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

- E-mail
- Billing Records
- Customer Information

**33. Information About Security Services**

AUSTARnet provides customers information on spam, viruses, content filtering, security software at <http://faq.austarnet.com.au/default.asp>.



---

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

Information about protecting usernames and passwords can be found at [http://faq.austarnet.com.au/faq\\_details.asp?faq\\_id=9](http://faq.austarnet.com.au/faq_details.asp?faq_id=9).

**OTHER INFORMATION**

**35. Affiliations with Industry Organisations**

AUSTARnet is a member of:

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

**36. Compliance with Industry Self-Regulatory Arrangements and Standards**

AUSTARnet 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).