

Comparative Information

HaleNET:

Date last updated: 25-May-2007

PRICE AND BILLING

1. Pricing Plans

Plan Name	Technology used	Account set-up charge ** Note 2	Periodical charge	Any limits on Internet usage within periodical charge	Additional usage charge	Speed	Minimum contract period ** Note 2	Minimum package cost
Satellite 265m	Satelite	\$199 .00	\$39.95	500 MB	\$0.099	256/64	18 months	\$918.10
Satellite 511G	Satelite	\$199 .00	\$49.95	1000 MB	\$0.099	512/128	18 months	\$1098.10

Other plans available by request

COS	Data Allowace	INC GST RRP*	Excess data charge (c/MB)
512/128	3GB	89	9.9
1024/512	3GB	110	9.9
1024/256	2GB	79	9.9
1024/512	4GB	169	9.9
2048/512	8GB	289	9.9

Notes:

** Subject to specials

2. Points of presence

Satellite Broadband is technically available Australia wide, however is focusing on the areas within 3 hours radius of Stanthorpe Qld. We may be able to supply services outside of the targeted area in some cases.

3. Termination fees

Customers who disconnect before the end of the contract period will be required to pay out the contract at the rate of the contract per month or part thereof for the term of the contract.

4. Restrictions on availability of services to customers

Services will only be offered predominately within 3 hours travel of Stanthorpe Qld, or other areas where we can arrange local installers to install and maintain services.

5. Billing

Billing will be calculated based on calendar months. Accounts must be paid on or before the due date as per the terms and conditions as published on the HaleNET web site.

Data allowances are measured as either uploads or downloads whichever is the higher

6. Ancillary services provided

Subject to agreement

7. Access for users with disabilities

HaleNET will give some additional assistance to customers with disabilities. These will be negotiated on a case by case basis

PERFORMANCE

8. Network Availability

The service is an always on service. This means that it will be available when ever the CPE equipment is switched on at least 99% of the time.

HaleNET does not guarantee continuous or uninterrupted service. However HaleNET will make the service available for at least 99% of the time calculated across a rolling 3 month period. The only exception to this may be faults caused by acts of god, specifically lightning strikes. HaleNET will not guarantee service where the customer or visitors to their property interfere with the equipment.

Timeframes for service restoration of faults in customer network premise equipment will be within 5 business days. It is envisaged that most service restorations will be within 2 business days.

HELP AND INSTALLATION

9. Client operating systems for which assistance is available

Windows 98SE Win2000/XP although any operating system that has a 10/100 MB network card fitted should be compatible

10. Contact for service faults

Phone

Service difficulties on 0746814999 between the hours of 7am and 9pm daily **for Internet connection related issues only**

Email

admin@halenet.com.au anytime

Fax

0746814623 anytime

11. Contact for customer technical help

Phone

Service technical difficulties on 0746814999 between the hours of 7am and 9pm daily **for Internet connection related issues only**

For non connection related help HaleNET can be contacted from 9am to 5pm Monday to Friday
Email

admin@halenet.com.au anytime

Fax 0746814623 anytime

12. Hours for customer technical help

7am to 9 pm daily for Internet connection related issues only
9am to 5 pm Monday to Friday for non connection related help

13. Charging for technical help

Technical help relating to any internet connection, setup or connection related issue is Free
Technical help relating to non internet issues will be charged at \$66 per hour or as agreed by prior arrangement

14. Assistance with initial activation of service

HaleNET will provide documentation to help customers at the time of install to configure their PC to connect to the Internet via the LAN connection. Assistance can also be provided by phone at a later date if the customer does not have the PC available at the time of the connection.

15. Description of effects of set-up disks on user's systems

No setup disk will be used.

16. Information about setting up customer equipment to maximise performance

This is included in the setup information

COMMUNICATION

17. Contact numbers for administrative, account and billing enquiries

Phone 07 46814999 during business hours (9am to 5 pm)
Email admin@halenet.com.au

18. Period of notice to be given to the customer before termination or suspension of the service

As per the terms and conditions accounts may be suspended if the account is not paid within the specified timeframe. Normally 7 days. In some case we reserve the right to notify customers prior to suspension.

19. Period of notice to be given by the customer if the customer wishes to terminate the service

14 Days

20. Customer action required to terminate the service

Customers must email admin@halenet.com.au to terminate the service

21. Reminder notices for pre-paid contracts

N/A

22. Period of notice for changes in prices, terms and conditions

Where HaleNET chooses to reduce the prices than these may become effective at any time. Where there is an increase in the prices then HaleNET will give a minimum of 14 days notice.

23. Method of communication about changes in prices, terms and conditions

All changes in prices will be notified via email to the holder of the account. Any changes in the terms and conditions will be published on the HaleNET web site and the account holder will be notified via email

24. Notice of approaching data limits

Currently no notifications are sent out. Customers that require updates can perform these via the usage monitor on the HaleNET web site

25. Operating manuals, guidebooks or other information

A FAQ is available on the HaleNET web site

26. Internal service standards for answering and responding to customer enquiries

All customer queries will be answered within 2 working days. In 95% of cases the queries will be handled at the first contact.

27. Notice period for planned outages

7 days for planned outages, published on the HaleNET web site and via email.

28. Information about planned outages

Information regarding planned outages will be sent via email to the account holders email address

29. Information about unplanned outages

Will be published on the HaleNET website

30. Internal policies and processes about complaint handling and dispute resolution

All complaints are handled personally by the accounts manager.

31. Privacy policy

Information collected

When you look at this web site, our server makes a record of your visit and logs the following information that are used for statistical purposes:

- your server or server IP address
- your top level domain name (for example .com, .gov, .au, .uk etc)
- the pages you accessed and documents downloaded
- the previous site you have visited
- the type of browser you are using.

Access to information collected

HaleNET does not make any attempt to identify users or their browsing activities. However, if requested by a law enforcement agency or other government department, when exercising their legal authority we will make the logs available to the relevant authority.

Use of information collected

We will only record your e-mail address if you send us a message. Your e-mail address will only be used for the purpose for which you have provided it and it will not be added to a mailing list or used for any other purpose without your consent.

HaleNET does not provide facilities for the secure transmission of information across the Internet. Users should be aware that there are inherent risks transmitting information across the Internet.

SECURITY OF SERVICE

32. Information about data backed up by ISP

HaleNET makes periodic backups of data, which may be used to transfer to new servers or to recover from equipment failure, however it is the customer or web content owners responsibility to keep their own back ups. HaleNET does not and will not guarantee that in the event of an equipment failure that customer data will be restored to its previous form.

33. Information about security services

HaleNET does not provide security services to customers. It is the customers responsibility to maintain the relevant antivirus software including updates as well as to maintain the necessary firewalls to prevent unauthorised access from third parties. HaleNET does however scan all incoming and outgoing email for viruses and spam. Whilst we provide this service, it is on the basis of "all care and no responsibility". Customers that don't want us to scan their email are asked to email us to have their email address removed from the scanning process.

34. Information about control of use of Internet service by other parties

HaleNET authenticates all logins via a customer username and password. Customers are required to protect their usernames and passwords.

Other ABG Information

35. Complaint Handling Process

All complaint handling will be handled on a case by case basis by a manager. In the unlikely event that there is an issue, HaleNET will go through the issue to see if we have made a mistake. If mistakes are made then the mistake will be rectified. If no mistake was made, then the issue will be worked through with the customer. HaleNET is committed to maintaining good relations with all customers.

37. Long Term Pricing for ABG Services

The long term pricing is expected to be maintained, at the same or similar levels to the pricing on which a customer originally signs up. Any price increases are expected to be limited to CPI increases, after the 3 year ABG commitment.