



# Loadednet

## Critical Information Summary:

### Wireless Broadband

Loadednet Pty Ltd

ABN: 31 114 561 876

www.loadednet.com.au

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- Specified data per month (see table below) which includes both uploads and downloads

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- Customer can make payment by BPAY (details are on individual invoices), Direct Debit (form can be provided), Cheque, Cash or over the phone.

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- Optus network plans: (Optus plan charges can only occur at the beginning of each month – email in advance to [accounts@loadednet.com.au](mailto:accounts@loadednet.com.au))

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- Home Wireless Broadband (HBB) available for purchase at \$90

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Prepaid		Per MB cost \$		Per MB cost \$
	500MB - 30 days - \$17.00	0.03400	1GB - 30 days - \$25.00	0.02500
	2GB - 30 days - \$35.00	0.01750	3GB - 90 days - \$50.00	0.01667
	4GB - 90 days - \$70.00	0.01750	6GB - 90 days - \$100.00	0.01667
		0.01250	15GB - 365 days - \$155.00	0.01034

Postpaid (monthly)		Per GB cost \$		Per GB cost \$
	5GB - \$29	\$5.80	8GB - \$39	\$4.88
	15GB - \$59	\$3.93	50GB - \$75	\$1.50
	70GB - \$95	\$1.36		

Home Wireless Broadband	Per GB cost \$
200GB - \$89	\$0.445
250GB - \$79	\$0.316



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## THE MAXIMUM MONTHLY CHARGE IS:

- Monthly plan fee, any excess data charges, \$15 late fee (if applicable) plus 1.5% credit card surcharge (if applicable)

## THE TOTAL (MINIMUM) COST OVER THE MINIMUM PLAN TERM IS:

- No minimum plan term. Total minimum cost would be chosen plan fee, any excess data fees, modem or SIM fee, courier fee (if required) and 30 days access fees (if no written notice of cancellation provided)

## OUR SERVICE COMMITMENT:

- We will provide 30 days written notice for any pricing changes or if we cancel a service
- While we always endeavour to do our best to solve every fault, be aware that we do rely on third party service providers (eg Optus)
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email [accounts@loadednet.com.au](mailto:accounts@loadednet.com.au) or call us on 1300 851 154
- Our Acceptable Use Policy, Complaint Handling Process, Financial Hardship Policy and other important documents are available on [our website](#)

## THE MAXIMUM EARLY TERMINATION CHARGE IS:

- No contract but 30 days' access fees may be charged if written notice of cancellation is not provided

## OTHER INFORMATION:

- Contact details:  
Our website is [www.loadednet.com.au](http://www.loadednet.com.au)  
For Sales, Support, or Accounts please visit our website or call 1300 851 154

**The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. Contact [www.tio.com.au](http://www.tio.com.au)**

**Phone: 1800 062 058 (Monday to Friday 9am to 5:30pm)**

**Fax: 1800 630 614**

**Postal: PO Box 276, Collins Street West, VIC 8007**