

JETnet General Terms and Conditions. Please go to the JETnet website [www.JETnet.com.au](http://www.JETnet.com.au) for more detailed terms and conditions.

Welcome to JETnet, the suppliers of broadband to your Apartment. Below are a few helpful pointers to ensure you and all occupiers of the Apartment enjoy trouble free internet connection.

### **INVOICING & PAYMENT TERMS**

JETnet invoices on the 15th of each month, payable on the 29th of the same month, for one months broadband access for the ensuing month. Payment is due strictly in 14 days.

For instances of 1 payment overdue:  
JETnet will mail a reminder.

For instances of 2 payments overdue:  
JETnet will automatically, disconnect.

To enable re-connection, customers are requested to contact our office during working hours with details and method of overdue payment, or phone credit card payment. Once payment has been verified, connection will be re-enabled on a monthly basis.

For instances of 3 payments overdue:

Re-connection will be enabled only under the following conditions.

1. Monthly payments will no long be offered to the customer.
2. The 6 monthly pre-paid will be offered under the following allowances:
  - (i) the 6 monthly pre-paid option will be debited by the 3 months arrears, thus allowing continuous connectivity for 3 months. At the end of this period, if requested, another 6 monthly or list price (\$260.00) 3 monthly pre-paid option will be offered.

For instances of more than 3 payments overdue:

Re-connection will not be enabled. JETnet will recover arrears through legal and debt collection means.

### **PAYMENT OPTIONS**

JETnet payment options are on the front of this invoice. JETnet does not auto debit accounts, if you wish to pay by credit card transaction, please phone our office between 8:30 and 5:00, Monday to Friday on 9381 2300. JETnet does not issue receipts. Please use your mailed invoice along with bank statements as such.

### **FAIR USE POLICY**

JETnet has a 'fair use policy' to enable good speed and connectivity to all our customers.

#### **(i)..max 0.5GB per day**

The policy allows a maximum of 0.5GB per day 'throughput', ie combined totals of uploads and downloads. This is the fairest way we are able to supply reasonable speed and connectivity to our customers. JETnet systems measure on a daily basis. An 'accrual' of low throughput days cannot be credited to allow 'excessive throughput days.

#### **(ii)..uploads**

Please note, throughput includes uploads. This means 'allowing people to access shares, or peer to peer file transfer such as "Limewire" or "Bit Torrent". It is not uncommon for users to gauge their throughput by download only, neglecting to consider these 'silent' memberships which are capable of excessive upload capacity.

#### **(iii)..monitoring**

Our systems monitor throughput on a daily basis on individual apartments. Excessive use reminders are emailed/phoned to the account owners. If excessive use continues beyond reasonable reminders, JETnet reserves the right to disconnect without refund.

#### **(iv)..high user alternate arrangements**

A few users have requested to pay more to have greater download/upload capacity, unfortunately this is not possible.

We do apologise to those users who require an unlimited account, and respectfully suggest they seek an alternate provider.

### **WIRELESS ROUTER**

#### **(i)..support**

**If you are using a wireless router, you MUST disable DHCP.**

JETnet does not provide support for wireless router configurations. If you have connected a wireless router to your laptop/desktop and cannot get internet connection, please first try removing the wireless router to establish if the fault is with JETnet's provided connection or the wireless router. If the problem is with the wireless router, please contact your own IT supplier for support. If the fault is with the JETnet connection, please phone our office between 8:30 and 5:00, Monday to Friday on 9381 2300 for support.

#### **(ii)..security**

If you choose to connect a wireless router, please check the router security is changed from the default security settings to ensure other apartments cannot access your wireless connection to throughput excessive amounts via your apartments connection. This throughput will show up on your account and you will be held responsible.

### **PASSWORD SECURITY**

Please protect your username and password. It is possible for other apartments to use your Username and Password to access the internet via your account. Any throughput will show up on your account and you will be held responsible. If you wish to change your username and password, please phone our office between 8:30 and 5:00, Monday to Friday on 9381 2300.

Payment of JETnet fees acknowledges acceptance of these terms and conditions.

These terms and conditions may change from time to time.