

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.

## **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)..throughput**

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.

**\*\*As a rule of thumb, viewing a 30 minute TV programme or movie through your computer will use approximately 200MB's. \*\***

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

Our systems monitor throughput on a daily basis on individual apartments. Excessive use reminders are emailed/phoned to the account owners.

#### PC SELF MONITORING

This link is an aid to self monitoring your throughput to avoid similar instances <http://www.dumeter.com/>

#### MAC SELF MONITORING

SurplusMeter available from <http://www.skoobysoft.com/utilities/utilities.html#surplusmeter>

There is an article briefly describing its use at <http://www.simplehelp.net/2007/09/27/how-to-monitor-your-internet-bandwidth-usage-in-os-x-redux/>

You will need to set the connection type to 'Ethernet Port' if you are using a cable to the wall.

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**

**Due to problems arising from support for incorrectly configured wireless routers, JETnet offers pre-configured routers at recommended retail price.**

JETnet does not provide support for wireless router configurations, unless a pre-configured router is purchased from JETnet. 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 you are using a wireless router not provided by JETnet, you MUST disable DHCP. If your wireless router is not configured properly and is interfering with other users, the port to your apartment will be disabled until the configuration is corrected by yourself or the point of purchase.**

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, excluding public holidays on 9381 2300.

## **INVOICING & PAYMENT TERMS**

JETnet issues 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.

JETnet will recover arrears through legal and debt collection means.

JETnet payment options are on the supplied invoice. JETnet does not auto debit accounts. Credit card transactions online are available for guests 'short term' stays. For stays of length of 3month or 6months, pre paid credit card transactions are available by phoning our office between 8:30 and 5:00, Monday to Friday on 9381 2300. JETnet does not issue receipts unless requested.

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

These terms and conditions may change from time to time.