

ATTACHMENT A: CONSUMER INFORMATION FORM

Etherwave Networks Pty. Ltd. Trading as Fish Internet – Dial Up Services Division:

Date last updated: 30/06/2003

PRICE AND BILLING

1. Pricing Plans

<i>Plan Name</i>	<i>Technology used</i>	<i>Account set-up charge</i>	<i>Periodical charge</i>	<i>Any limits on Internet usage within periodical charge</i>	<i>Additional usage charge</i>	<i>Limits on individual sessions</i>	<i>Minimum contract period</i>	<i>Minimum package cost</i>
Gold Bulk 100 hours	Dial Up	\$65.00	NIL	NIL	NIL	6 hours	NIL	\$65.00
Double Gold Bulk	Dial Up	\$130.00	NIL	NIL	NIL	6 hours	NIL	\$130.00
Freedom	Dial Up	NIL	\$24.95 (paid bi-monthly)	6 hours per month & 500MB traffic allowance	NIL	6 hours	2 months	\$49.90
Freedom 4	Dial Up	NIL	\$21.94 (paid 4 monthly)	As Above	NIL	6 hours	4 months	\$87.80
Freedom 6	Dial Up	NIL	\$20.00	As Above	NIL	6 hours	6 months	\$120.00

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 the ISP.)

Wollongong – 0242xxxxxx only.

3. Termination fees

None

4. Restrictions on availability of services to customers

None

5. Billing

All plans are pre-paid

6. Ancillary services provided

None

7. Access for disabled users

Three accessible outlets across the region

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)

99% Availability for all Bulk rate plans, 95% or greater availability for all Freedom Plans

HELP AND INSTALLATION

9. Client operating systems for which assistance is available

Windows 95, 98, ME, 2000 & XP only

10. Contact for service faults

0242258767
support@fishinternet.com.au

11. Contact for customer technical help

0242258767
support@fishinternet.com.au

12. Hours for customer technical help

Monday to Friday: 10am to 5pm (Business days only)

13. Charging for technical help

Assistance is free of charge

14. Assistance with initial activation of service

Setup disk is provided upon connection. Resolves 90% of all activation issues. Technical support available

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

Configures Browsers & Email clients, Network settings only

16. Information about setting up customer equipment to maximise performance

Configuration Disk attempts to maximize system performance

COMMUNICATION

17. Contact numbers for administrative, account and billing enquiries

0242258767
support@fishinternet.com.au

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

48 hours

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

None

20. Customer action required to terminate the service

As the Services are pre-paid, by simply not renewing, the account is considered suspended. If no re-payment of services occurs within 7 days, the account is terminated automatically.

21. Reminder notices for pre-paid contracts

Email notices sent and internal telemarketing phone clients (if time permits)

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

Changes immediate. Generally take effect upon subscriber renewing their accounts.

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

Official terms and conditions are listed on our website. Summary of terms and conditions are under the End User License Agreement on our configuration disk

24. Notice of approaching data limits

As accounts are pre-paid, accounts freeze upon reaching data limits. Users may view their account utilization live on our Members Area on our main website.

25. Operating manuals, guidebooks or other information

None currently provided. Support section on main website.

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

All customer service crew are qualified to answer 80% of all customers questions. Systems Administrators are at hand 95% of operating hours to answer any other more complex questions. Partners of the firm are in the call centre 99% of the trading hours for complex Accounts/Billing dispute resolution.

27. Notice period for planned outages

Listed in our Support section of our website. Generally 48 hours notice, occurring at off peak times (from 12am till 6am)

28. Information about planned outages

Listed in our Support section of our website

29. Information about unplanned outages

Listed in our Support section of our website

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

Client contacts the firm by either Phone, Fax or Email. First line of Customer Service will attempt to resolve the dispute. Should a resolution not be agreed upon, the Client will be referred to a Partner of the Firm. Should that Partner be unable to resolve the dispute, it is escalated to the Head Partner.

In the event that the Head Partner is unable to resolve the dispute, the Head Partner refers the Client to the Telecommunication Industry Ombudsman. Generally the TIO raises the issue as a Level 1 complaint by which the Head Partner, Customer & the TIO attempt to mediate the dispute.

In all cases since the inception of Etherwave Networks, no case has ever progressed beyond a Level 1 complaint.

31. Privacy policy

Client information is kept confidential. Information kept by Etherwave Networks from its clients include: First Name, Surname, Company Name (if applicable), Address, Suburb, Post Code & Phone Numbers. First Names and Surnames is shared amongst the Etherwave Networks Dealer Network for verification of client details only. Remaining information is retained by Etherwave Networks by its Employees & Partners.

SECURITY OF SERVICE

32. Information about data backed up by ISP

Etherwave Networks makes no warranty in regards to client data. Internal business systems are backed up. Client email is served as an as is service with no service level agreements or backup facilities.

33. Information about security services

Etherwave Networks offers no security services

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

N/A

OTHER INFORMATION

35. Affiliations with industry organisations

No affiliations with industry organisations.

36. Compliance with industry self-regulatory arrangements and standards

Etherwave Networks complies with all regulated codes including the Telecommunications Industry Ombudsman.