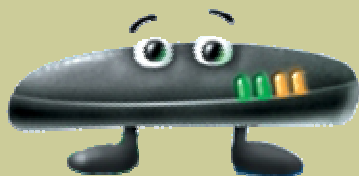


## Unlimited Web Plans FAQ

Roy  
answers  
your  
questions



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- Are the Plans really Unlimited?** Yes, there is no monthly data limit
- What happens if I download too much data?** If you download more than 500MB in an hour, your service may be slowed in comparison with other unlimited web services for up to the next 6 hours. The actual reduction depends on how busy our network is at the time
- What can I use the service for?** You can use our Unlimited Web plans for all your “normal” type internet use. Web Browsing, Email, Instant Messaging, Video Streaming such as YouTube and ABC iView, Internet telephone such as Skype, Google Talk, VoIP and Gaming, such as Xbox Live, Playstation and common PC games. ... all the regular stuff
- What Can't I use the service for?** You cannot use any of our unlimited web plans for Torrents, Newsgroups, Usenet, VPNs, Limewire, other peer to peer protocols & unusual protocols
- What if I do use those services / protocols?** Then you should consider one of our other plans in the same speed
- What speeds are available in the Unlimited Web Plans?** 256Kbps, 1500Kbps, 8,000Kbps & ADSL 2+ (up to 20,000Kbps)
- Why have 20,000Kbps if I can't download stuff?** The speed of your internet doesn't just effect “downloading” of torrents etc. The faster your connection is, the better web pages will load, the smoother on-line videos will be, the better your games will perform
- Why are the plans unlimited if I can't access torrents?** Every webpage you visit, every email you receive, every streaming TV show you watch consumes data. An internet radio station left on 24/7 will use around 1.5 GB of download per day or around 45GB per month.
- Are static IPs available on these plans?** No, you'll need a regular plan