

South East Communication Network

Web: <http://www.secnet.com.au> E-mail: admin@secnet.com.au

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ABN: 60 568 909 637

Terms and Conditions

1. The customer will be supplied with an Internet service by South East Communication Network, delivered via a wireless network known as Subsonic Wireless Network owned by SECNet.
2. This Internet service will allow unlimited time on-line, and monthly downloads capped per your plan. The service will be provided for an agreed period of time in accordance with the terms and conditions of supply.
3. The customer must pay the fees due in accordance with the pricing plan as set out on the SECNet website. All fees are payable in advance and additional charges are payable within 14 days of delivery of an invoice to the customer by SECNet via email or post. If no payment has been received by SECNet by the due date the customer's service may be suspended.
4. Whilst downloads are provided for per the monthly plan that you have signed up with, South East Communication Network, reserves the right to suspend or shape the traffic of any user deemed to be placing an excessively high loading on the network. For this purpose an excessively high loading is defined as interrupting the experience for other users on the network.
5. It is permitted to connect a private local area network (LAN) to our service provided customer's computers are all located in the same dwelling. South East Communication Network will not provide any technical support related to Internet connection sharing, or to the customer's home network.
6. Re-selling or re-transmitting the service is not permitted under any circumstances.
7. Refunds are not available except under circumstances where it is no longer possible for South East Communication Network to offer service to the customer. In these cases, refunds would be issued for the remaining (eg. unused) service term.
8. A \$120 disconnection fee applies upon user termination of the Internet service provided by South East Communication Network if the Internet service is cancelled within the first 12 months of service.
9. All service charges, installation fees, and charges for optional extras are detailed on the website <http://www.secnet.com.au/>. These prices are subject to variation at any time.

10. Username & password details, including computer network settings should be kept confidential by the customer at all times.
11. South East Communication Network accepts no responsibility for any material accessed via the network, including but not limited to Advertising, Spam e-mail, Offensive Material etc.
12. Engaging in any activities which contravene the laws of the states and territories of the Commonwealth of Australia including but not limited to, sending bulk unsolicited email, distributing viruses, breach of copyright or the transmission of any unlawful or offensive material, hacking, and email forgery, will cause termination of service.
13. South East Communication Network will not accept responsibility for any data stored on any of its members computers, or any data stored on any network connected to the South East Communication Network network.
14. SECNet will not accept responsibility for any data downloaded by any member, including but not limited to unlawful data, and copyright works.
15. Every effort will be made to provide a reliable service, but SECNet will not be liable for any network downtime. SECNet also reserves the right to restrict access to certain IP ports.
16. Extreme weather conditions may cause loss of signal. In this case SECNet is not liable for any network downtime.
17. South East Communication Network is not liable for any network downtime caused by natural disasters, acts of terrorism, or any circumstances not directly controllable by South East Communication Network.
18. All equipment installed on the premises by South East Communication Network will remain the property of South East Communication Network. This includes, but is not limited to, the antenna, mast, mountings, and CPE.
19. South East Communication Network will not be liable for any damage or injury resulting from the installation and operation of its equipment.
20. Failure to comply with any point set out in these Terms and Conditions will result in termination of service.
21. Services offered by SECNet are intended for residential (domestic) use only unless otherwise stated.