Critical Information Summary

BarWeb is a managed Ethernet service and provides "private" connectivity between all BarWeb users and our data centre, with the added benefit of no "on-net" usage between BarWeb users. This service delivers low contention ratio, connection within two business days, no traffic shaping and no minimum contract time. BarWeb Connect includes high speed symmetrical services at 100 Mbps which provides fast download and upload and Internet access, with all connections secured by the BarWeb firewall. Along with dedicated fibre access to customer

buildings, BarWeb internet is highly available and delivers a true 24/7 service. This service is provided with a demonstrated 99% uptime.

In addition to internet services, BarWeb also provides email services and offsite backup. Information on our bundling services can be seen in the table below.

Bundle Package	Email Package	Offsite Backup	Internet Allowance	Price/Month
Silver Bundle	Hosted Silver (7Gb)	Yes	-	$55
Gold Bundle	Hosted Gold (12Gb)	Yes	-	$65
Platinum Bundle	Hosted Platinum (17Gb)	Yes	-	$75
Ruthenium Bundle	Hosted Silver (7Gb)	Yes	100Gb	$110
Palladium Bundle	Hosted Gold (12Gb)	Yes	Unlimited	$165

The service is available on a month by month basis.

Information about Pricing

There is no additional charge upon meeting the usage allowance.

Other Information

Please contact us by calling (07) 3292 0222 or by sending an email to enquiries@barweb.com.au if you have any questions or would like to give feedback.

We are committed to providing you with excellent service. If you feel the service you received did not meet your expectations, please email complaints@barweb.com.au and a representative will get in touch with you.

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.

Summary valid as of June 2013.

Revision #1
Created Tue, Aug 20, 2019 6:28 AM by Zachary Cash
Updated Tue, Aug 20, 2019 6:28 AM by Zachary Cash