

Critical Information Summary



Business Mid-Band Ethernet 4Mbps - 200GB Plan

SERVICE DESCRIPTION

AFT Communications Business Mid-band Ethernet 4MB - 200GB Plan is a business Internet communication service utilising our network. Up to 8 copper pairs (lines) are used to provide your Ethernet service. Business Mid-band Ethernet 4MB - 200GB Plan is subject to availability at your location.

You can activate a new service with AFT Communications or transfer your current service to us.

MINIMUM CONTRACT TERM

24 months.

KEY DETAILS

Your AFT Communications Business Mid-band Ethernet 4MB - 200GB Plan is not available in all areas. This plan provides a service of up to 4Mbps and includes and 200GB amount of data. The speed is measured between the Network Termination Unit at your premises to our Point of Presence.

Please note: The actual speed at your premises for users may vary due to a range of factors, including the number of users accessing the service, software, sources and size of traffic, as well as hardware factors, such as cable quality and cable distance.

INSTALLATION & HARDWARE REQUIREMENTS

AFT Communications will supply and install a Network Termination Unit (NTU) for connection of your Ethernet service. The unit will be installed at an agreed location at your premises. The NTU will have an Ethernet port for connecting to your router. Any connection issues beyond the NTU are the user's responsibility. For more information, please contact Customer Service on 1300 238 266 or via support@aftcomms.com for details on approved modems.

PRICING INFORMATION

Business Mid-band Ethernet 4MB - 200GB	
Monthly Access Fee	\$400
Minimum Total Cost	\$9820.00
Set-up Fee	\$220
Maximum Total Early Termination Charge	4800.00
Excess Data	1c per MB

CONNECTION CHARGES

A connection fee may apply to connect your Mid-Band Ethernet service if the service has been disconnected for more than three months. If your premises does not or has never had an Mid-Band Ethernet connection, a connection fee from \$399.00, up to a maximum of \$1299.00 may apply.

PLAN CHANGES AND RELOCATIONS

Should you decide to relocate, a fee will apply. This is subject to the service being available at your new location. Should you wish to upgrade your plan, this can be done at any time. Should you wish to downgrade your plan, fees may apply.

For information about plan changes or relocation of services, please contact Customer Service on support@aftcomms.com for details on approved modems.

COST OF 1MB OF DATA USED WITHIN AUSTRALIA

\$0.00046/MB within the included value where 1GB (Gigabyte) = 1000MB (Megabytes).

Excess data usage charged at 1c per MB.

EARLY TERMINATION CHARGE

Early Termination Fees (ETF) will apply if you cancel your AFT Communications Ethernet service within the contract term. The ETF is charged at the rate of the Monthly Access Fee (\$400.00) multiplied by the number of months still remaining on the contract up to a maximum of 12 months. The Maximum ETF cost is \$4800.00.

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your Mid-Band Ethernet service on the date you ask for, but this might not always be possible. If there has been a previous working phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

FULL TERMS & CONDITIONS

All information and pricing is correct at time of printing. **All pricing is exclusive of GST.** This information is a summary only. For AFT Communications full terms and conditions, visit www.aftcomms.com/legal to read through our Standard Form of Agreement, Fair Use and Acceptable Use policies. These policies set out AFT Communications terms and conditions for the provision of our products and services.

EMAIL BILLING/INVOICING

AFT Communications is committed to environmentally sustainable practices. To reduce our carbon footprint, our standard method for billing is via email. Paper billing is also available as an option but is charged at \$2.95 per month. If you require paper billing, please contact Customer Service on 1300 238 266 or via support@aftcomms.com.

PAYMENT METHODS & FEES

AFT Communications accepts payment via Direct Debit from a bank account and is free of any surcharges. However, charges apply for some other payment methods, including credit cards. For all details regarding surcharges on payment methods, see the Schedule of Fees & Charges www.aftcomms.com/legal on our website or contact Customer Service 1300 238 266 or via support@aftcomms.com.

USAGE INFORMATION

To find out your current usage levels, please contact Customer Service by calling 1300 238 266.

CONNECTION CHARGES

Depending upon the type of connection required, and whether there is already a connection present, a charge may apply to connect your phone service. For more information, visit www.aftcomms.com/legal for our Phone Connection Charges.

CONNECTION TIMEFRAMES

The timeframe required to connect your AFT Communications phone service will depend on the type of connection required, as well as whether there is an existing connection at your



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premises. For more information, visit www.aftcomms.com/legal for our Phone Connection Timeframes.

CONTACT US

AFT Communications strives to provide excellence in servicing all our customers. If you have any questions regarding your AFT Communications service, call our Customer Service team 1300 238 266. If you are not satisfied with the initial service and response, please visit www.aftcomms.com/legal to lodge a formal complaint so that we can investigate the issue fully and resolve it in an objective and fair manner.

OMBUDSMAN

If you are unhappy with the outcome or resolution of your complaint through the AFT Communications complaint system, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will investigate complaints only if you have attempted to resolve your issue with AFT Communications first. The TIO is an option of last resort. The TIO can be contacted by calling 1800 062 058 or visiting www.tio.com.

