

# Critical Information Summary



## Business Mid-Band Ethernet 4Mbps – UNLIMITED Plan

### SERVICE DESCRIPTION

ATF Communications Business Mid-band Ethernet 4MB - UNLIMITED 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 - UNLIMITED Plan is subject to availability at your location.

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

### MINIMUM CONTRACT TERM

24 months.

### KEY DETAILS

Your ATF Communications Business Mid-band Ethernet 4MB - UNLIMITED Plan is not available in all areas. This plan provides a service of up to 4Mbps and includes an unlimited 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

ATF 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](mailto:support@aftcomms.com) for details on approved modems.

### PRICING INFORMATION

Business Mid-band Ethernet 4MB - UNLIMITED Plan	
Monthly Access Fee	\$450.00
Minimum Total Cost	\$11,020.00
Maximum Total Early Termination Charge	\$5,400.00
Set-up Fee	\$220.00

### 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 a 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](mailto:support@aftcomms.com) for details on approved modems.

### EARLY TERMINATION CHARGE

Early Termination Fees (ETF) will apply if you cancel your ATF Communications Ethernet service within the contract term. The ETF is charged at the rate of the Monthly Access Fee (\$450.00) multiplied by the number of months still remaining on the contract up to a maximum of 12 months. The Maximum ETF cost is \$5400.00.

### 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 ATF Communications full terms and conditions, visit [www.aftcomms.com/legal](http://www.aftcomms.com/legal) to read through our Standard Form of Agreement, Fair Use and Acceptable Use policies. These policies set out ATF Communications terms and conditions for the provision of our products and services.

### EMAIL BILLING/INVOICING

ATF 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](mailto:support@aftcomms.com).

### PAYMENT METHODS & FEES

ATF 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](http://www.aftcomms.com/legal) on our website or contact Customer Service 1300 238 266 or via [support@aftcomms.com](mailto: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](http://www.aftcomms.com/legal) for our Phone Connection Charges.

### CONNECTION TIMEFRAMES

The timeframe required to connect your ATF Communications phone service will depend on the type of connection required, as well as whether there is an existing connection at your premises. For more information, visit [www.aftcomms.com/legal](http://www.aftcomms.com/legal) for our Phone Connection Timeframes.



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## CONTACT US

ATF Communications strives to provide excellence in servicing all our customers. If you have any questions regarding your ATF 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](http://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 ATF 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 ATF 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](http://www.tio.com).

