

Critical Information Summary



13, 1300 & 1800 Inbound Service Plans

SERVICE DESCRIPTION

AFT Communications 13, 1300 & 1800 inbound call service allows your customers to call you for a fixed low-cost fee from most fixed and mobile phones within Australia. Clients will call the same number specified by you, regardless of where they are calling from. You can also:

- Direct which of your business lines will receive the call determined on the caller's geographic location.
- Specify phone routing options depending on the time of day.

AFT Communications can activate a new service for you or you can transfer your current inbound phone service to us.

MINIMUM CONTRACT TERM

1 month.

KEY DETAILS

Your AFT Communications 13, 1300 & 1800 Monthly Access Fee includes routing of calls Australia wide, time-of-day routing, state-based routing, as well as call connection fees, call overflows and call splaying. Any optional Extra Value Services, as well as any communication equipment required to operate your service, are charged in addition to your Monthly Access Fee.

PRICING INFORMATION

Plan fees		
Minimum Monthly Access Fee		\$25
Calls Terminating on a Fixed Service	Local	First 10 minutes free per call for 13/1300 services*. 7.5c per min thereafter
	National	9.5c per min
	Mobile	15c per min
Calls Terminating on a Mobile		35c per min
Calls Terminating from International		Fixed Service 35c per min Mobile Service \$1.00 per min
New 1300/1800 Number		\$100.00
New 13 Number		\$100.00
Existing 13/1300/1800 Porting Fee		\$100.00
Number Early Release Fee		\$120.00
Number Reservation Fee		\$30.00
Adds, moves and changes		\$40.00
Minimum Monthly Access Fee		\$25.00 per month

* The first 10 minutes are free for local calls on the 13, 1300 & 1800 services. This is not applicable to 1800 services. Unused included call value expires monthly and cannot be accumulated to offset other fees. For information and pricing on other call types not listed here, please contact Customer Service on 1300 238 266

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 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.

