

# Critical Information Summary



## Business ADSL UNLIMITED METRO Plan

### SERVICE DESCRIPTION

AFT Communications Business ADSL UNLIMITED METRO Plan is provided using the copper network of our own infrastructure or that supplied to us by our wholesale supplier, AAPT.

You can activate a new internet service with us or transfer your current broadband service to us to be run on your existing AFT Communications PSTN service.

### HARDWARE

You can purchase a AFT Communications modem for \$149, plus a \$19.95 postage and handling Fee. Alternatively, you can use your own modem. While we provide support for AFT Communications modems and other AFT Communications approved modems, we do not provide support for all modems. The AFT Communications modem is to be installed by the customer and is auto-configured.

Please contact Customer Service on 1300 238 266 or via support@aftcomms.com for details on approved modems.

### MINIMUM CONTRACT TERM

24 months.

### KEY DETAILS

Your AFT Communications Business ADSL UNLIMITED METRO Plan includes UNLIMITED amount of data\*. 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, connection method, sources and size of traffic, as well as hardware factors, such as cable quality and cable distance.

The Business ADSL UNLIMITED METRO Plan is subject to availability at the exchange that services your location. AFT Communications will provide you with the fastest speed available at your location- either ADSL2+ or, if it is not available, ADSL.

\*Subject to AFT Communications Fair Use and Acceptable Use policies. Should you exceed the data amounts specified in the AFT Communications Fair Use and Acceptable Use policies, your speed may be limited to 256kbs. The speed limit will be lifted at the commencement of the next billing cycle.

### PRICING INFORMATION

Business ADSL UNLIMITED METRO Plan	
Set-up fee	\$99.00
Monthly Access Fee	\$99.95
Minimum Total Cost per service (24 Months) + Set-up fee	\$2497.80
Maximum Total Early Termination Charge	\$1199.40
Excess Data	N/A

### CONNECTION CHARGES

A connection fee may apply to connect your home phone service if the service has been disconnected for more than three months:

- Existing telephone line without a technician visit: \$59.00
- Existing telephone line with a technician visit: \$179.00
- New telephone line connection with a technician visit and cabling work: \$299.00

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. If your premises does not or has never had an ADSL connection a \$99.00 connection fee will apply.

### EARLY TERMINATION CHARGE

If you cancel your ADSL service before the contract term expires, Early Termination Fees (ETF) will apply. The ETF is charged at the rate of the Monthly Access Fee (\$99.95) multiplied by the number of months still remaining on the contract up to a maximum of 12 months. The Maximum ETF cost is \$1199.40

### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your phone 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](http://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](http://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](http://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,



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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.

## 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](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 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](http://www.tio.com).

