

Critical Information Summary



Business PHONE & ADSL Bundle Unlimited Plan

SERVICE DESCRIPTION

AFT Communications Business PHONE & ADSL Bundle UNLIMITED Plan provides a business phone service using standard phone lines and a ADSL broadband service on our network. Where our network is not available, the service will be supplied to us by one of our wholesale suppliers, Telstra or AAPT.

You can activate a new broadband and phone service with us or transfer your current broadband and office phone service to us.

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

The Business PHONE & ADSL Bundle UNLIMITED Plan includes **free standard local, National, Mobile and 13/1300 voice calls**, PSTN line rental and Unlimited amount of data* usage per monthly billing cycle.

The Business PHONE & ADSL Bundle UNLIMITED 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 & CALL RATES

Business PHONE & ADSL Bundle UNLIMITED Plan	
Monthly Access Fee	\$119.00 for a single PSTN phone service and broadband bundle connected to a Metro exchange. \$139.00 for a single PSTN phone service and broadband bundle connected to a regional exchange.
Minimum Total Cost	\$2955.00 (Not including optional modem). Additional \$20 per month charge applies for regional areas.
Set-up Fee	\$99
Data Allowance	Unlimited

Standard Local calls	Free
Standard National Calls	Free
Mobile Calls	Free
13 or 1300 calls	Free

* For details of charges for any types not listed above, please contact Customer Service on 1300 238 266

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 Business PSTN & ADSL Bundle ULGB - UNLIMITED before the contract term expires, Early Termination Fees (ETF) will apply. Phone ETF is calculated by the number of months remaining on the contract up to a maximum of 12 months, multiplied by \$34.00 (+\$20 per month charge applies for regional areas). The Broadband ETF is calculated by the number of months remaining on the contract up to a maximum of 12 months, multiplied by \$85 (+\$20 per month charge applies for regional areas).

- The maximum ETF for Metro is \$1428.00
- The maximum ETF for Regional is \$1548.00

If any single service is cancelled, the remaining service will be charged at the full price.

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



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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.

