

# Critical Information Summary



## ISDN10 Business Phone STANDARD Plan

### SERVICE DESCRIPTION

AFT Communications ISDN10 phone plans are offered as a Business Phone service across 10 ISDN channels. You can activate a new service with AFT Communications or transfer your current Business ISDN Phone service to us. AFT Communications ISDN10 plans cannot be resold or used for high volume telemarketing purposes.

### MINIMUM CONTRACT TERM

24 months.

### KEY DETAILS

Your AFT Communications ISDN10 Business Phone STANDARD Plan Monthly Access Fee includes 10 ISDN channels.

The pricing table below lists standard call types, which are included in your **ISDN10 Business Phone STANDARD Plan**. Any call types not listed, 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

ISDN10 Business Phone STANDARD Plan	ISDN 10 Channels
Minimum Monthly Access Fee per service	\$490.00
Minimum Total Cost per service (24 Months)	\$11,760.00
Maximum Total Early Termination Charge	\$5880.00

### 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 ISDN line without a technician visit \$199.00
- Existing ISDN line with a technician visit \$249.00
- New ISDN line connection with a technician visit and cabling work ranges from \$350.00 to \$1000.00 depending on location.

### EARLY TERMINATION CHARGE

If you cancel your ISDN service before the contract term expires, Early Termination Fees (ETF) will apply. The ETF is charged at the rate of the Monthly Access Fee (\$490.00) multiplied by the number of months still remaining on the contract up to a maximum of 12 months. The Maximum ETF cost is \$5,880.00

### CALL RATES

Call rates listed below are the standard call rates for the AFT Communications ISDN10 Business Phone STANDARD Plan. Charges for timed calls are billed in 1-second increments.

Call Type	Call Rate
Local	20c per call
National	20c per min
Calls to Mobiles	39c per min
Calls to 13 and 1300 numbers	38.5c per call

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

### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your ISDN 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 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](mailto: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](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 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](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



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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).

