

Critical Information Summary



NBN Phone STANDARD Plan

SERVICE DESCRIPTION

AFT Communications NBN Phone Plans are offered as a business communication service. The NBN phone plans allow you to make and receive voice calls over the NBN or other fibre connections. The AFT Communications NBN Phone service is only available in areas that can be connected to the NBN or an equivalent fibre provider. We cannot guarantee a service is available at your premises until it is installed and tested.

Some phone features, including call transfer and 3-way call conferencing, may not be compatible with a NBN phone service.

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

MINIMUM CONTRACT TERM

24 months.

KEY DETAILS

Your AFT Communications **NBN Phone STANDARD Plan** Monthly Access Fee includes Standard Local Calls, National Calls as well as AFT Communications to AFT Communications calls on the same account.

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.

Note: The NBN Phone will not work in the event of power blackouts, unless there is a power backup-unit for the NBN connection box and the service is provided over the voice port (UNI-V) through the connection box. The responsibility for ensuring this backup system and its battery are maintained to work in times of power failure is the responsibility of the user and not that of AFT Communications. **If you require an uninterrupted phone service with access to 000 emergency services NBN Phones may not be appropriate.** We cannot provide priority assistance in times of power failure.

If the NBN Phone service is intended to be used in conjunction with a disability or medical service, back-to-base alarm or to carry data services such as Fax, EFTPOS or HiCaps, you must inform AFT Communications. Some of these uses may not be supported by the NBN Phone or require additional equipment. In some cases it may also require an additional service.

To protect users from high-risk fraud, some calls to International destinations are blocked. However, you can easily unblock these destinations by contacting AFT Communications Customer Service 1300 238 266. If you choose to unblock these destinations you accept full responsibility for payment for any calls from your service to these destinations.

PRICING INFORMATION

NBN Phone STANDARD Plan	
Minimum Monthly Access Fee per service	\$39.95
Minimum Total Cost per service (24 Months)	\$958.80
Maximum Total Early Termination Charge	\$479.40

EARLY TERMINATION CHARGE

Early Termination Fees (ETF) will apply if you cancel your AFT Communications NBN phone service within the contact term. The ETF is charged at the rate of the Monthly Access Fee (\$39.95) multiplied by the number of months still remaining on the contract up to a maximum of 12 months. The Maximum ETF cost is \$479.40

CALL RATES: NBN Phone STANDARD Plan

Listed below are the standard call rates for the AFT Communications **NBN 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.

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.

NOTE: If you take up a Fibre-to-the-Business service, you will not be able to transfer back to a copper service.

For information about plan changes or relocation of services, please contact Customer Service on 1300 238 266 or via support@aftcomms.com.

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



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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.

