

# Critical Information Summary



## NBN Business Bundle MAX/600GB/25Mbps Plan

### SERVICE DESCRIPTION

AFT Communications NBN Business Bundle MAX/600GB/25Mbps Plan is a bundled business Phone and Internet communication service provided through the NBN (National Broadband Service). This service is only available to physical locations in NBN enabled areas.

Some phone features, including call transfer and 3-way call conferencing, may not be compatible with a NBN phone service. AFT Communications NBN plans cannot be used for high volume telemarketing purposes or resold.

### MINIMUM CONTRACT TERM

24 months.

### KEY DETAILS OF NBN PHONE SERVICE

Monthly Access Fee includes MID 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 case 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.

### KEY DETAILS OF NBN INTERNET SERVICE

Your AFT Communications NBN Business Bundle MAX/600GB/25Mbps Plan includes a total of 600GB of data. Interface speeds\* of up to 25Mbps\* for downloads and 5Mbps for uploads. Your data usage is the combined total of uploads and downloads. Should you exceed the 600GB total, your speed will be limited to 256kbs. The speed limit will be lifted at the commencement of the next billing cycle.

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 interface speed refers to the speed to the fibre technology installed at the user's premises.

### INSTALLATION & HARDWARE REQUIREMENTS

AFT Communications will supply a NBN suitable modem for connection at your premises. The NBN service is provided to the first telephone connection point at the site. A 240-volt power supply is required to power the modem to utilise the NBN service. Provision of the power service is the user's responsibility and any cost to install a power outlet is borne by the user.

NOTE: This service will not work in cases of power outages unless the user maintains a back-up battery system. Responsibility for any battery power back-up system is borne totally by the user.

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

For more information, contact Customer Service on 1300 238 266 or via support@aftcomms.com.

### PRICING INFORMATION

NBN Business Bundle MAX/600GB/25Mbps Plan	
Monthly Access Fee	\$134.90
Minimum Total Cost	\$3387.60. Includes a 4 Port Wi-Fi modem & set-up fee as well as postage & handling fees.
Maximum Total Early Termination Charge	\$1654.80
Set-up Fee	\$150.00

### EARLY TERMINATION CHARGE

Early Termination Fees (ETF) will apply if you cancel your AFT Communications NBN bundled service within the contact term. The ETF is charged at the Monthly Access Fee (\$134.90) multiplied by the number of months still remaining on the contract up to a maximum of 12 months. The Maximum ETF cost is \$1654.80

### CALL RATES

Listed below are the MID call rates for the AFT Communications **NBN Business Bundle MID/600GB/25Mbps Plan - MID**. Charges for timed calls are billed in 1-second increments

Call Type	Call Rate
Local	Included
National	Included
Calls to Mobiles	Included
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.



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

## COST OF 1MB OF DATA

\$0.00120/MB within the included value where 1GB (Gigabyte) = 1000MB (Megabytes). If you exceed the data allowance there is no additional fee, however the speed will be restricted to 256Kbs.

## 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 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).

