

# Critical Information Summary



## NBN Business Internet ULGB/25Mbps Plan

### SERVICE DESCRIPTION

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

### MINIMUM CONTRACT TERM

24 months.

### KEY DETAILS

Your AFT Communications NBN Business Internet ULGB/25Mbps Plan includes UNLIMITED amount 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.

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.

\*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.

\*\*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](mailto:support@aftcomms.com).

### PRICING INFORMATION

NBN Business Internet ULGB/25Mbps Plan	
Monthly Access Fee	\$145.95
Minimum Total Cost	\$3652.80. Includes a 4 Port Wi-Fi modem & set-up fee as well as postage & handling fees.
Set-up Fee	\$150.00

### EARLY TERMINATION CHARGE

Early Termination Fees (ETF) will apply if you cancel your AFT Communications NBN Business Internet service within the

contact term. The ETF is charged at the Monthly Access Fee (\$145.95) multiplied by the number of months still remaining on the contract up to a maximum of 12 months. The Maximum ETF cost is \$1751.40

### 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.

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).

### 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



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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).

