CUSTOMER INFORMATION

Critical Information Summary

Redtrain FTTH fibre internet

Advanced Future Technology Pty Ltd
ACN 100 026 739 trading as AFTEL
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SERVICE
Residential fibre internet over Redtrain's fibre-to-the-home network at selected addresses.

MINIMUM / MAXIMUM MONTHLY PRICE
$39.95 to $135, depending on the selected plan. Each plan's fixed minimum and maximum price is below.

MINIMUM TERM / EARLY TERMINATION
Month-to-month. No fixed minimum term. Maximum early termination fee: $0.

Plan prices and inclusions

Plan speed (Download/Upload) - Wholesale Line Speed	Included data	Monthly price (inc. GST)	Typical busy-period download (7 pm-11 pm)	Evening label
6/1 Mbps	Unmetered	$39.95	5.2 Mbps	Basic
12/1 Mbps	Unmetered	$45.00	10.5 Mbps	Basic
25/5 Mbps	500 GB	$55.00	22 Mbps	Standard
25/5 Mbps	1000 GB	$59.00	22 Mbps	Standard
25/5 Mbps	Unmetered	$65.00	22 Mbps	Standard
50/20 Mbps	500 GB	$59.00	44 Mbps	Standard Plus
50/20 Mbps	1000 GB	$65.00	44 Mbps	Standard Plus
50/20 Mbps	Unmetered	$69.00	44 Mbps	Standard Plus
50/50 Mbps	Unmetered	$99.95	44 Mbps	Standard Plus
100/40 Mbps	500 GB	$85.00	88 Mbps	Premium
100/40 Mbps	1000 GB	$89.00	88 Mbps	Premium
100/40 Mbps	Unmetered	$95.00	88 Mbps	Premium
100/100 Mbps	Unmetered	$109.95	88 Mbps	Premium
250/50 Mbps	Unmetered	$135.00	220 Mbps	Premium

The monthly plan fee is both the minimum and maximum monthly charge for the selected plan, excluding optional equipment/services, carrier or developer charges and other one-off charges you agree to. There are no excess-data charges.

Information about the service

What's included

- Internet access at the selected plan speed.
- No peak/off-peak data restrictions.
- A public IPv4 address (AFTEL does not use CGNAT). A static IPv4 address is available for leasing for an additional fee of $8 per month, address availability subject to pool availability at the time of the request. You may request static IPv4 to be added after your plan is activated.
- Phone-assisted self-installation support at no extra charge.

500 GB and 1000 GB plans

After the included data allowance is used in a billing cycle, speed is reduced to 1.5 Mbps download / 256 kbps upload until the next cycle. No excess-data fee applies. If AFTEL cannot provide your usage information when requested, AFTEL will suspend metering and will not slow your service for that entire billing cycle.

Availability and mandatory components

- Only at qualified addresses within Redtrain FTTH coverage.
- An installed and operating Optical Network Unit (ONU) is required.
- A compatible router is required but is not included in the monthly price. You may buy one from AFTEL or use compatible equipment you already own.
- The service is not dependent on buying another telecommunications service from AFTEL.

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Information about pricing

Item	Charge (inc. GST)	Important conditions
Activation fee	$0	No AFTEL activation fee for the listed plans.
Bring your own compatible router - self-install	$0	Customer is responsible for compatibility and Wi-Fi/in-home performance.
AFTEL preconfigured Wi-Fi router - option 1, self-install	$129	Optional. Supplied preconfigured with the customer's PPPoE settings. The router model is shown at order.
AFTEL preconfigured Wi-Fi router - option 2, self-install	$179	Optional. Supplied preconfigured with the customer's PPPoE settings. The router model is shown at order.
Technician-assisted router setup	$99	Additional to any router purchase. Selected areas and technician availability only; the technician may be a subcontractor. Includes finding the existing connection point, connecting the router to the ONU and configuring Wi-Fi. Cabling, ONU work, repairs and other work require a separate quote.
Carrier / new-development contribution	If applicable - shown by AFTEL or quoted separately by Redtrain	May apply where the premises has not been connected or previously wired. If AFTEL does not hold the current charge in its database, Redtrain will provide a separate quote before the order proceeds. If you do not accept Redtrain's quote, you may cancel your AFTEL order before activation.

Speeds and performance

The plan speed is a maximum or wholesale access speed, not a guaranteed minimum. Actual speeds vary due to network conditions, faults, your router and devices, Wi-Fi and in-home cabling, the number of connected users/devices, software, content sources and networks outside AFTEL's control. Wi-Fi speeds are commonly lower than speeds measured by an Ethernet-connected device.

The busy-period figures on page 1 are the typical speeds an average customer on each plan can expect between 7 pm and 11 pm. AFTEL receives Redtrain Layer 3 wholesale speed-test reports from hourly tests run each day and retains supporting records for its plan-level figures. If your service consistently does not perform as represented, contact AFTEL so it can investigate and provide an appropriate remedy.

Billing and cancellation

Services ordered on AFTEL Online

This is AFTEL's standard billing method. The first period starts on activation. The monthly fee is charged in advance and renews on the same calendar date. Cancellation takes effect **7 days after notice**. Any payment covering time after that date is refunded.

Legacy billing (existing legacy customers)

This arrangement is not available for new online orders. The period runs from the first to last day of the month. The bill issued around the 5th covers that month and is due by the 23rd. Cancellation takes effect **30 days after notice**. Any unused prepaid amount after that date is refunded.

Email cancellation requests to **support@aftel.com.au**. There is no early termination fee, but charges continue during the applicable notice period. Full details are in the AFTEL Consumer Terms.

Late payment and payment assistance

An account is overdue if payment remains unpaid 3 business days after its due date or a failed payment, and AFTEL may begin reminder and credit-management processes. This is not an automatic disconnection date. AFTEL will comply with applicable notice, complaint and payment-assistance rules before restricting, suspending or disconnecting service.

If you are having difficulty paying, you have the right to apply for free short-term or long-term assistance. AFTEL prioritises keeping customers connected and uses disconnection as a last resort. See the **Payment Assistance Policy**, email support or call AFTEL.

Usage, customer service and complaints

Usage: Contact AFTEL to check usage for a 500 GB or 1000 GB plan. Usage records may not be instantaneous.

AFTEL support and complaints
Phone: **03 9070 8108**
Hours: Monday-Friday, 9 am-9 pm
Email: **support@aftel.com.au**
Complaints: **aftel.com.au/complaint-handling-process/**

Telecommunications Industry Ombudsman (TIO)
Contact AFTEL first so it has an opportunity to resolve your concern. If you remain dissatisfied, the TIO provides a free and independent service.
Phone: **1800 062 058**
Online: **tio.com.au/complaints**

This is a summary only. Read it with the AFTEL Consumer Terms, Acceptable Use Policy, Privacy Policy and your order. Nothing in those documents excludes rights that cannot be excluded under the Australian Consumer Law.