

AFTEL Fiber Optic Internet (CNTCorp/Redtrain Estates)

Information About The Service

The service:

AFTEL Fiber Optic Internet - CNT/Redtrain delivers broadband internet service via CNT/Redtrain's fiber optic cable network. AFTEL Fiber Optic Internet offers internet access at various speed according to the plan with a monthly included data allowance. The speed will be reduced (shaped) to 1.5Mbps once you used up all your included allowance, however you will not be charged extra fee.

Voice service:

On selected plans, AFTEL offers phone service utilising Voice over Fiber Optic line technology. Please contact us if you wish to have a service that also includes a phone line with us. This technology requires mains power which may not be suitable if you have a serious illness or condition, require disability services, have a back-to-back alarm, or require an uninterrupted telephone line.

Mandatory components:

You will require a broadband router for this service. The monthly fee does not include the cost for a router but you may purchase one from us at an additional cost or bring your own router (please contact us for list of approved routers). Prior to service activation by AFTEL, your premise needs to have Optical Network Unit (ONU) already installed by CNTCorp/Redtrain. Please contact us for further information on how to arrange this.

Minimum term & Activation Fee:

The service is available on a month by month plan and 24 months commitment. The activation fee for month by month plan is \$75 and no charge for 24 months commitment.

Important conditions:

This service is only available in the area within Redtrain network's Fibre Optic network coverage. Please call us to find out if you can be connected to this service at your location.

Information About Pricing

Pricing for internet service only:

Download/Upload Speed & Data Allowance	500GB	1000GB	UNMETERED
12 Mbps / 1 Mbps*	<p>\$59.95_{p/m}</p> <p>min. spend \$720 / \$1,439 over 12/24 months. \$0.12/GB</p>	<p>\$64.95_{p/m}</p> <p>min. spend \$779 / \$1,559 over 12/24 months. \$0.06/GB</p>	<p>\$72.95_{p/m}</p> <p>min. spend \$875 / \$1,751 over 12 /24 months.</p>
25 Mbps / 5 Mbps*	<p>\$69.95_{p/m}</p>	<p>\$76.95_{p/m}</p>	<p>\$79.95_{p/m}</p>

Download/Upload Speed & Data Allowance	500GB	1000GB	UNMETERED
	min. spend \$839 / \$1,679 over 12/24 months. \$0.14/GB	min. spend \$923 / \$1,847 over 12/24 months. \$0.08/GB	min. spend \$ 959 / \$1,919 over 12/24 months.
50 Mbps / 20 Mbps*	\$79.95_{p/m} min. spend \$959 / \$1,919 over 12/24 months. \$0.16/GB	\$84.95_{p/m} min. spend \$1,019 / \$2,039 over 12/24 months. \$0.08/GB	\$94.95_{p/m} min. spend \$1,139 / \$2,279 over 12/24 months.
100 Mbps / 40 Mbps*	\$89.95_{p/m} min. spend \$1,079 / \$2,159 over 12/24 months. \$0.18/GB	\$99.95_{p/m} min. spend \$1,199 / \$2,399 over 12/24 months. \$0.10/GB	\$104.95_{p/m} min. spend \$1,259 / \$2,519 over 12/24 months.

Pricing for internet service + phone subscription service:

Add + \$20 per month on any service plan for a landline number subscription.

Phone charges:

Call Usages are not included in your monthly subscription fee and will be charged as follow:

Local region: \$0.11 per call

National: \$0.11 (per minute, no flagfall)

Mobile: \$0.275 (per minute, no flagfall)

1300 Numbers: \$0.34 per call

International call rate: please refer to <http://aftel.com.au/international-call-rates> for list of the call rates.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges.

These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charges.

AFTEL Internet Acceptable Use policy:

The AFTEL Internet Acceptable Use policy sets out the rules and guidelines relating to your use of the Internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other Internet users. It also applies to **“unreasonable” and “unacceptable” uses of this plan.** For further details go to aftel.com.au/AUP

Billing information:

Your bill is issued on the same date each month (5th of the month). Each bill includes the Monthly Charge in advance plus usage charges (for phone service only). On your first bill, it may also include the prorated charges from the previous month, calculated pro-rata from the first day we activated your service to the end of the month. This means your first few bills may be higher or lower than expected. This service requires paperless billing and electronic payment via direct debit. The amount due will be debited on every 20th of the month or later. A \$4 fee will be applied a month in arrears if you wish to receive a paper bill. Some exemptions apply.

Usage information:

You can monitor your usage via customer login page on our website www.aftel.com.au, by calling us on 03 8527 2288 or emailing us to support@aftel.com.au

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 03 8527 2288 or by sending an email to support@aftel.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of July 2017.