

CRITICAL INFORMATION SUMMARY

AFTEL Fiber Optic Internet (delivered via Redtrain Networks)

Information About The Service

The service:

AFTEL Fiber Optic Internet - delivers broadband internet service via 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.

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 the Optical Network Unit (ONU) already installed by Redtrain. Please contact us for further information on how to arrange this.

Minimum term & Activation Fee:

The service is available with a minimum term of 1 month. We currently do not charge activation fee. If you opt-in for a technician assisted installation service, a call out fee of \$75 apply (for the first hour). Phone assisted self-installation service is available at no cost.

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

Main Offer

25/5 ^{Mbps} Unmetered \$ 65 ⁰⁰ / Mth	50/20 ^{Mbps} Unmetered \$ 69 ⁰⁰ / Mth	100/40 ^{Mbps} Unmetered \$ 95 ⁰⁰ / Mth
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Other Plan

6/1 ^{Mbps} Unmetered \$39.95/ Mth	12/1 ^{Mbps} Unmetered \$45.00/ Mth	25/5 ^{Mbps} 500GB \$55.00/ Mth	50/20 ^{Mbps} 500GB \$59.00/ Mth
100/40 ^{Mbps} Unmetered \$95.00/ Mth	250/50 ^{Mbps} Unmetered \$135.00/ Mth	50/50 ^{Mbps} Unmetered \$99.95/ Mth	100/100 ^{Mbps} Unmetered \$109.95/ Mth

Early termination charges (only for contracted plan/services)

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.

Disconnection minimum notification period

You must notify us in writing (by e-mail) at least 30 days prior to the intended disconnection date of your service, otherwise we may still charge the service for the number of days less than this 30-day minimum notification period. For example, if your intended disconnection date is 20 days away, you are still required to pay for 10 days of services past your disconnection date.

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 May 2021.