

Critical information summary

aaNet Duo Ultimate Plan

INFORMATION ABOUT THE SERVICE

Your plan is an ADSL2+ service and home telephone service with line rental. These services gives you network access and allow you to make unlimited standard local & national calls, and access the internet with no data limitations.

Minimum Term

12 Months or 24 Months

What's Included

Your service includes an ADSL2+ connection with unlimited data as well as a home phone number and line rental with unlimited calls. aaNet Duo ultimate 24 month – comes with an included modem/router which requires you to pay a \$15.95 hardware delivery fee.

What's Not Included

Your plan does not include phone calls, charges can be seen below. aaNet Duo ultimate 12 month – are service only plans, you must provide your own hardware

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge - \$79.95

Your Minimum Total Charge

12 Months – \$959.40

24 Months - \$1918.80

Your monthly charges are billed according to your billing cycle.

Standard Charges

Cost of Making a 2 minute call to Australian mobiles - Included

Standard Local Calls – Included

Standard National Calls – Included

Standard Mobile Calls – Included

13/300 Calls – 44c per call

Setup/Transfer Fee

Customers on the 12 Month Duo Ultimate plan are required to pay a \$69 setup fee when first signing up. Customers on the 24 Month Duo ultimate plan are not required to pay setup fees.

Early Termination Charges

An early termination fee applies on all Duo ultimate plans which is calculated by the monthly fee x the number of months remaining. The early termination fee is capped a \$350.

Plan Change Fees

A \$39 plan change fee applies to change your Eftel service to another plan with the same speed. A \$66 fee applies if you wish to change the speed of your current Eftel service.

Other charges & International Numbers

You will be charged if you make calls to international numbers:

* International Calls – To view International rates to overseas destinations see

https://www.aanet.com.au/taalk_internationally.html .

* International Call Connection Fee – \$0.39 per call.

OTHER INFORMATION

Call and Data Usage Information

aaNet have a number of spend management tools to assist you in managing your Mobile spend. You will receive SMS alerts when you have used 50%, 85% and 100% of your monthly allowances. You can also check your monthly usage in MyAccount at <https://www.aanet.com.au/>.

Billing

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

CUSTOMER SERVICE:

If you have any questions regarding your plan, technical support or service please call us on 1300 665 076.

Complaints or Disputes Process

If you have a problem or complaint about your service please call us on 1300 665 076 or visit <http://www.aanet.com.au/pdf/aaNet-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au.

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<http://www.aanet.com.au/sfoa.html> .