

Critical information summary

aaNet Duo 10 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 and receive voice calls, and access the internet with 10GB of data.

Minimum Term

12 Months or 24 Months

What's Included

Your service includes an ADSL2+ connection with 10gb of data as well as a home phone number and line rental with pay as you go calls.

What's Not Included

Your plan does not include phone calls, charges can be seen below. aaNet Duo 10 12 month – are service only plans, you must provide your own hardware. If you exceed your monthly 10GB allowance, your broadband service will be slowed down to 1Mbps/384Kbps until your next billing cycle begins (but you won't be charged for extra use).

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge - \$39.95

Your Minimum Total Charge

12 Months – \$479.40

24 Months - \$985.80

Your monthly charges are billed according to your billing cycle.

Standard Charges

Cost of Making a 2 minute Standard National Mobile Call - \$1.19 (including flagfall)

Standard Local Calls – 19.7c per call

Standard National Calls – 19.7c per min

Standard Mobile Calls – 39.9c per min

13/1300 Calls – 28c per min

Setup/Transfer Fee

Customers on the 12 Month Duo 10 plan are required to pay a \$69 setup fee when first signing up.

Customers on the 24 Month Duo 10 plan are not required to pay setup fees.

Early Termination Charges

An early termination fee applies on all duo 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 aaNet service to another plan with the same speed. A \$66 fee applies if you wish to change the speed of your current aaNet 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

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 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> .