

## Critical Information Summary

### Platinum NBN Fibre Business 25/10Mbps - 25GB

#### Information about the service

The Ace Platinum NBN Fibre Business plan is a broadband Internet service delivered via the National Broadband Network.

#### Minimum Plan Term

The minimum plan term is 24 months.

#### What's Included

- 25/10Mbps NBN Fibre service with 25GB of data where 1GB (Gigabyte) = 1,000 MB (Megabytes). If you reach your data limit your service is shaped and you may purchase an extra 1GB of data for \$3. Both downloads and uploads count towards data usage.
- Optional static IP at no additional cost
- Web and Email Hosting at no additional cost
- Domain Registration/Renewal at 50% off

#### Information about pricing

##### Monthly NBN Charge

The monthly charge for your NBN service is a fixed \$69.95 plus \$3 per extra 1GB you purchase.

##### Total Minimum Plan Cost

The total minimum amount payable on a 24 month contract is \$1678.80 (24 x \$69.95).

##### Connection Fee and Hardware Charges

There is no connection fee.

If you require a router you can purchase this outright at the time of ordering. Pricing changes from time to time and can be found on both our web site and application form. If your existing router is NBN compatible and not locked to your current provider you can use this modem with Ace Communications.

#### Changing Plans

You may upgrade your plan during the contract however you may not downgrade your plan. If you upgrade your plan during the contract you cannot downgrade your plan. Once you are out of contract a new contract may be required in order to change your plan.

#### Early Termination Fee

If the service is cancelled prior to the completion of the contract an early termination fee of \$550 will apply in addition to any monthly fees owing from when the notice of cancellation was provided. If the contract is cancelled prior to provisioning being completed, a cancellation fee of \$220 and the fee for the first full month of service is payable by the account holder. Services require 30 days written notice of cancellation at all times.

#### Cost of 1MB (Megabyte) of Data

The cost for 1MB (Megabyte) of data within your included allowance is \$0.003. This is not charged in addition to the above monthly fee. If your service is shaped you may purchase an extra 1GB of data for \$3.

## Other Information

### Relocating your service to another address

The NBN service is attached to the physical location at which it is provisioned and cannot be relocated to a different address or premises. Should a change of location be required, any existing contract will be broken and a new contract will apply. An early termination fee will apply on the existing service and a connection fee may apply for the new service. We may at our discretion choose to discount the early termination fee if you are connecting a new service with us.

### Billing

Your bill will be issued in the first week of each calendar month. Customers paying by direct debit from a credit card or from a bank account will be debited on the 10<sup>th</sup> of each month (or the next business day). Customers paying by invoice have 14 days to pay from the date of invoice.

### Data Usage and Tracking Your Usage

Data usage allowance is based on anniversary day meaning if your NBN is connected on the 14<sup>th</sup> of the month you will receive a new allowance of 25GB on the 14<sup>th</sup> of each month. You can track your usage through My Ace Account by going to **www.acecommunications.com.au** and clicking on Customer Login followed by My Ace Account. You will need your My Ace Account login details which will be emailed to you at the time of connection.

### Contacting our Support Team

You may contact our support team either by phone on 1300 223 266 or by sending an email to **support@acecommunications.com.au**. Please note emails must be sent from the email address you provided us at the time of applying in order for us to identify you. Our support hours are 9am to 8pm Monday to Friday and 10am to 3pm Saturday (all times AEST).

### Complaint Handling

If you would like to make a complaint about your service please contact our customer support team using the details listed above. You may review our Complaint Handling Process online at **www.acecommunications.com.au/legal-and-policy-documents/**.

### TIO (Telecommunications Industry Ombudsman)

If you are not satisfied with the resolution of your complaint you may contact the TIO by phone on 1800 062 058 or for other contact details please visit **www.tio.com.au/about-us/contact-us**.