

# Ace Internet Services Pty Ltd

## Critical Information Summary

### ***AirStream***

#### **Information about the Service**

##### *The service:*

AirStream is a wireless broadband service providing fast speed internet access with a monthly included data allowance. It is available across much of the Southern Highlands, including areas which cannot ordinarily receive a traditional ADSL broadband service. Once data usage has been exceeded the service will be shaped however you can continue using the service at the same speed by purchasing an additional data pump-up pack through your account manager login.

##### *Bundling:*

Every AirStream service includes a VoIP line with no additional rental costs. Usage of the service is at the discretion of the customer.

##### *Mandatory components:*

You will require a roof-mounted radio and a modem/router for this service. The monthly fee includes the rental cost for the roof-mounted radio and modem/router. Please contact us for further information.

A mandatory installation cost is incurred with the installation of every service. This installation cost includes configuration of equipment in addition to the physical installation of the equipment.

##### *Minimum term:*

The service is available with a minimum term of 24 months.

##### *Important conditions:*

Coverage is subject to line-of-sight to one of our base stations. If line-of-sight is obstructed by trees or buildings, AirStream may not be available.

Speed is quoted in kbps; for Mbps divide by 1000. E.g. 12000/1000 kbps is 12/1 Mbps.

For details of coverage and availability please visit <https://acenet.com.au/airstream> or call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Complex installations will be quoted above the standard setup and installation cost prior to installation.

#### **Information About Pricing**

##### *Minimum monthly charge:*

Maximum Speed in kbps	6000/512	6000/512	12000/1000	12000/2000
Monthly included allowance	20GB	40GB	60GB	100GB
Minimum monthly charge 24 month contract	\$69.95	\$99.95	\$129.95	\$149.95
Minimum charge for entire term including standard setup and installation cost.	\$2338.80	\$2728.80	\$3338.80	\$3708.80

### *Maximum monthly charge:*

The maximum monthly charge will be the minimum monthly charge, plus any optional purchase of additional data via our online portal, plus the cost of any VoIP calls you choose to make using the service.

### *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 charge.

### *Unit Pricing Information:*

Maximum Speed in kbps	6000/512	6000/512	12000/1000	12000/2000
Monthly included data allowance	20GB	40GB	60GB	100GB
Cost of using 1GB incl. in allowance, 24 month contract	\$4.87/GB	\$2.84/GB	\$2.31/GB	\$1.55/GB

## **Other Information**

### *Usage information:*

You can monitor your usage by logging into your account manager at <http://www.acenet.com.au/> on (02) 4861 8888. Additional data purchased through pump-ups does not accumulate from month to month, and will be forfeited on the next anniversary date.

### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling (02) 4861 8888 or by sending an email to [accounts@ace.com.au](mailto:accounts@ace.com.au) if you have any questions, would like to give feedback or complain. More information can be found at: [www.acenet.com.au/terms-and-policies](http://www.acenet.com.au/terms-and-policies).

### *Telecommunications Industry Ombudsman*

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.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 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 March 2015.