

# Ace Internet Services Pty Ltd

## Critical Information Summary

### ***Ace NBN and Phones***

#### **Information about the service**

##### *The service:*

Ace NBN broadband services offer internet access with a monthly included data allowance, combined Down/Up load. Your speed will be reduced (shaped) once you use up all your included allowance or you can continue using the service at the same speed by purchasing an additional data pump-up pack through your account manager login. Speeds are indicative of maximum throughput and can be affected by environmental factors and internet congestion beyond and within our network.

##### *Bundling:*

This service is supplied with a phone service at no extra monthly cost, however call charges will apply. Call charges and associated terms including the associated Critical Information Summary can be found at <https://acenet.com.au/voip>.

##### *Mandatory components:*

A mandatory setup cost is incurred with the installation of every service. You also require a modem to use the connection. This setup cost includes a free modem and configuration of the modem to be collected from our office. Installation at your premises is available for an additional fee.

##### *Minimum term:*

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

##### *Important conditions:*

This service may not be available at your location. Please 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. A Static IP addresses can be purchased at an additional cost of \$22. 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 Mbps	25/5
Technology	F,V &W
Monthly included allowance	200 GB
Minimum monthly charge on 24 month contract	\$74.95
Setup Cost - Includes Voice enabled modem	\$250
Minimum charge for entire term (including setup cost)	\$2048.80

Key for Technology: F = Fibre (Fibre to Premises), V = VDSL (Fibre to Node), W = NBN Wireless

Note: NBN services guarantee a minimum 12/1 speed, many factors will determine your maximum speed.

These costs assume a standard set up which includes pick up of the modem from our office in Bowral, additional charges apply for an onsite installation or postage of the modem.

If you're set up involves additional hardware such as phone handsets for an office environment then additional charges will apply.

#### *Maximum monthly charge:*

The maximum monthly charge will be the minimum monthly charge plus call costs associated with calls made during the month using the service. Please see our Critical Information Summary – VoIP and refer to the 55 plan for call costs, there is no minimum spend.

#### *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 Mbps	25/5
Monthly included data allowance	200 GB
Cost of using 1 GB included in allowance in 24 month contract	\$0.43/GB

For example, on the 25/5 200 GB plan, 200 GB per month multiplied by 24 months equals 4800 GB; then \$2048.80 divided by 2400 GB equals \$0.43 per GB.

#### *Additional top up data is available at the below prices:*

- 10Gb combined Down/Up load \$9.95
- 50GB combined Down/Up load \$29.95
- 100GB combined Down/Up load \$49.95
- 300 GB combined Down/Up load \$99.95

#### **Other Information**

##### *Usage information:*

You can monitor your usage by logging into your account manager at <http://www.acenet.com.au/> or call us 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 [accounts@ace.com.au](mailto:accounts@ace.com.au).

##### *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.

However, if your problem is not resolved satisfactorily, you can contact the TIO as follows:

Phone: 1800 062 058

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 2016.

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