

Ace Internet Services Pty Ltd

WHAT YOU NEED TO KNOW - A SUMMARY OF INFORMATION ABOUT OUR SERVICES

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WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the summary information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

Usage notifications:

If you are a residential customer, we will help you control your spend by providing you with notifications via email when you reach 80% and 100% of your data allowance that is included in your broadband plan.

Usage notifications do not occur in real time but with a delay of up to one hour after you actually reached the threshold.

At 100% your service will be shaped. You can opt to purchase a Pump-up plan to un-shape your service, see <https://acenet.com.au/support> on how to do this.

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as barring more expensive numbers, or monitoring your usage and spend online through our website. Please contact us for more information.

Estimate your data usage:

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the number of devices being used, the technology used and other factors. The information below is based on averages and provides estimates only.

Email text only	30 – 50 KB
Email with attachment, i.e. document or photo	350 KB – 4 MB
Website viewing	1 MB
Streaming video/minute	7 MB (3G), 30 MB (4G)
Streaming music/minute	1 MB
Downloading a song	6 MB
Downloading an app	30 – 100 MB
Uploading a photo	4 MB
Making a video call with an app/minute	8 MB (3G), 24 MB (4G)

2 PAYING US

Your bill:

Fees and Charges

We will only provide services with payment from a Credit Card or Direct Debit.

Your first month of service and any setup costs are payable on sign-up.

Services are billed on the 15th of each month, or closest the working day, for the following month period.

If your payment is not completed because of declined payment then after 7 working days the service will be suspended.

It is the customer's responsibility to notify Ace of payment method changes.

You can pay your bill free of charge via direct debit.

Credit card - 99c per transaction.

Declined payment \$11 charge payable.

We will bill you monthly in advance and your bill will be emailed to you and will include the details on the charges for your services.

Your VoIP service will be invoiced at the beginning of each month for the prior month's calls for you to review. We will charge your credit card or direct debit on the 15th of the month, or closest working day, with any other services.

Financial hardship:

Our financial hardship policy is available here: www.acenet.com.au/policies

3 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, mobile phone etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer. Some modems have extended warranties available by end user registration. We encourage you to register your hardware with the manufacturer.

4 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. You can also find information on how to appoint a representative at: <https://acenet.com.au/support>

5 FEEDBACK AND COMPLAINTS

We are here to help!

Please contact us if you wish to give feedback or make a complaint.

A summary of our complaint handling process is available here:
www.acenet.com.au/support

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