

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

1 PAYING US

Your bill:

We will bill you monthly in advance and your bill will be emailed to you.

You can pay your bill free of charge via direct debit. Credit card will incur a small fee or 99 cents. Declined payments will incur a fee of \$11.00.

Details are available on each application and we will send a conformation email also.

Financial hardship:

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

2 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.

3 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.

4 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/policies