

Information about the service

AINS's Business NBN Broadband service uses the National Broadband Network using FTTN, FTTC & FTTB to the network boundary point of your premises.

The Service includes:

- 1 x Business NBN Broadband
- Unlimited data allowance
- 1 static IP address
- 24 x 7 technical support
- Optional SIP Business Line at \$10 per month for the 1st SIP Business Line and then \$20 per month for additional SIP Business Lines delivered over the Business NBN Broadband service

Business NBN Broadband can provide Internet speed as described on the AINS website www.ains.com.au.

Actual speed to be confirmed when the service is active. Service speed depends on various factors including but not limited to type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by AINS. Devices connected by WiFi may experience lower speed than those connected by Ethernet cable. FTTC and FTTC speeds are subject to other specific factors such as distance and quality of the copper line used for your NBN service.

Requirements and Availability

This service is not available to all areas. The type of service will be determined based on availability at your location. Service delivery can be affected by various technical or infrastructural reasons and we are unable to guarantee the delivery until it is delivered in full.

Non-Standard installations may require you to pay additional charges. We will not support or warrant modems not supplied by AINS.

Price and GST

All prices in the Critical Information Summary is inclusive of 10% Government Service Tax.

Modem Options

BYO modem/routers are not supported. Supported modem/routers and feature options shown below:

Modem/Router	Supported Mode	WiFi	4G via USB	FTTC, FTTN	FTTP	GRE or IPSEC	Price
Billion 8700AXL-1600	Router	Yes	Yes	Yes	Yes	No	\$189.00
Draytek 2862N	Router	Yes	Yes	Yes	Yes	Yes	\$429.00

Delivery Fee of \$16.50 applies.

3G/4G Backup Option

Backup access to the Internet is available using an AINS configured 3G/4G service.

Applicable fees include a once off Setup Fee of \$110, then \$29/month ongoing until cancelled in writing. There is no Minimum Commitment for the 3G/4G Backup.

The backup service is not intended for “normal use” and a data limit of 10GB in any one month applies. Excess usage will be charged at \$10 per GB, with a safety cap of \$100, after which the backup service may be restricted.

Minimum Term and Activation Fee

Minimum contract terms available are 0, 12 and 24 months. The following Activation Fees apply depending on the contract term selected when signing up to the Business NBN Broadband plan.

Charge Type	0 months minimum commitment	12 months minimum commitment	24 months minimum commitment
Activation Fee	\$199*	\$99*	\$0*

*Setup fee applicable for self-installation only - professional installation subject to quotation.

Termination Fee

Termination Fee applies if the service is cancelled within the minimum term.

Charge Type	0 months minimum commitment	12 months minimum commitment	24 months minimum commitment
Termination Fee	No Termination Fee	80% of the total remaining monthly fees	\$99 plus 80% of the total remaining monthly fees

The minimum notice for cancellation is 14 days and cancellation must be provided in writing by email to finance@ains.net.au

Payment

Payment term is 14 days from invoice issue date. Late Payment Fee of \$15 applies for invoices unpaid by the due date.

Payment options are as below:

- Credit card – 1.9% surcharge for VISA/MasterCard and 2.9% for AMEX/Diners
- EFT Payments – no surcharge applies

Credit card payments can only be made over the phone.

Discounted Business SIP Line

All Business NBN Broadband Services can be bundled with one or more SIP Business Lines.

The first bundled SIP Business Line with Unlimited Call Plan will have a discounted monthly fee of \$10.

For details of the bundling discount and other SIP Business Line terms and conditions and features, refer to the Critical Information Summary – SIP Business Line.

Other Information

Customer Service contact details

AINS customer service, technical support and billing can be contacted on 1300 887 877 or by email to servicedesk@ains.net.au.

Telecommunications Industry Ombudsman

If you are unhappy or dissatisfied with the outcome of your complaint after following above process, you may contact TIO by calling 1800 062 058 or visiting their website www.tio.com.au/making-a-complaint