

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

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 are inclusive of 10% Government Service Tax.

Modem Options

The Service will work on any PPPoE capable modem/router, AINS is unable to provide support for BYO modem/routers and does not guarantee that BYO modem/routers will work with the supplied services.

In the event customer BYO modem/routers are unable to be utilised with the AINS supplied NBN Broadband service, customer must purchase a supported router for use on the service (whether procured from AINS or a third party). Customer shall remain liable for service charges at all times if the service is unusable as result of customer BYO modem/router failing to work.



CRITICAL INFORMATION SUMMARY

Business NBN Broadband

AINS Telecom supports a wide range of routers suitable for any business use case and will recommend a suitable model after discussion to understand your business specific requirements or use case.

Modem/routers for business typically includes Wi-Fi, Firewall, VPN, 4G modem and other features. However, the availability of these features will depend on budget for specific modem/router models.

Modem/routers are purchased upfront or provided to you as a fully Managed Device. A Managed Device remains the property of AINS Telecom. If you cancel your Business NBN plan before expiration of your initial contract term, you must pay all the remaining Managed Device Fees payable during your initial contract term. After the initial contract term expires, you may return the modem router to us or pay a Non-Return Fee of \$100 and keep it.

AINS Telecom does not provide configuration or troubleshooting support for unmanaged devices beyond the WAN port connected to your NBN service. However, you may engage AINS Telecom to Manage your device for a monthly or once-off fee which shall be quoted as required.

3G/4G Backup Option

Optional backup access to the Internet is available when purchasing an AINS Telecom provided modem/router.

There is no Minimum Commitment for the 3G/4G Backup. Refer to your Application Form for applicable fees.

The backup service is not intended for “normal use” and a data limit of 10GB in any one month applies. Excess usage is charged at \$11 per GB, with a safety cap of \$220, after which the backup service may be restricted.

Additional IP addresses

Your Business NBN Broadband comes with 1 static IP address. However, your service can support additional IP addresses as follows:

| Subnet Size | Useable IP addresses | Setup Fee | Monthly Fee |
|-------------------------------------|----------------------|-----------|-------------|
| /30 | 2 | \$0.00 | \$10.00 |
| /29 | 6 | \$0.00 | \$20.00 |
| /28 | 14 | \$0.00 | \$50.00 |
| Bring your own portable /24 C-Class | | \$55.00 | \$20.00 |

If you require more than 14 useable IP addresses, we will provide you with a separate quote for the IP subnet rental. If you have your own portable C-Class, we can route that C-Class for you a fee, as shown above.

You can change the size of your IP subnet as required, but each change will incur a Modification Fee of \$55.

Business SIP Line

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

For more information about Business SIP Line, please refer to the Critical Information Summary – Business SIP Line.

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 | \$110* | \$50* | \$0* |

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

Any Special offer to waive the Activation Fee shall not affect any applicable Termination Fee.

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 | \$100 + 50% of the remaining monthly fees | \$180 + 25% of the 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

Relocation of your Business NBN Broadband Service

Relocation is a simple process involving a termination of the existing service while setting up a new service at your new premises. All applicable Activation and Termination Fees apply.

There may be costs associated with internal cabling once again at the new office. Alternatively, an NBN New Development Charge might apply if the new office is on FTTP and you are the first tenant to activate NBN there. These types of infrastructure related costs will be the customer's responsibility.

If you have a Managed Device service from AINS Telecom, it is your responsibility to ensure the router is not damaged and remains in good working order after relocation.

If NBN is not available at the new location, or the Service cannot be relocated for any other reason, the Service and all associated services will be terminated and normal Termination Fees will apply.

Invoices and Payments

Invoices are issued by electronic mail to your nominated email address; we do not send paper invoices by post.

Payment term are:

- 14 days from the invoice date, for customers with only Business NBN Broadband and/or Business SIP Line services.
- 30 days from the invoice date, for Corporate or Government customers with Business NBN Broadband, Business SIP Line and other services.

Late Payment Fee of \$10 applies for invoices unpaid by the due date.

Payment options are shown below:

- Credit card – 1.5% surcharge for VISA/MasterCard and AMEX.
- EFT Payments – no surcharge applies

Credit card payments can be made over the phone or by monthly direct debit.

Special Offers

Special offers, if any, are documented on your Service Application Form.

Use of Our Services

So that we can continue providing quality services at affordable prices, use of your Business NBN Broadband Service is subject to our Fair Use Policy at all times.

Our Fair Use Policy is available on our website at <http://ains.com.au/cis/#customer-terms>

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.com.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