

Information about the service

AINS Home nbn[®] Broadband is an internet service provided over the National Broadband Network using FTTN, FTTC & FTTB and is available in nbn[®] enabled areas. This service is designed for residential users and is not available to incorporated business entities, business partnerships, or government organisations.

The Service includes:

- Unlimited data allowance
- Dynamic IP address
- Extended hours technical support 9am to 11pm, and 9am to 5pm weekends

The Internet speeds for this Service are 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 intended for use in residential homes and should not be used for business purposes.

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.

You will need an nbn[®] compatible modem/router for this service. We can supply one for a one-off up-front fee if required. See our website for current pricing. You can choose to BYO modem, but it must be compatible with your nbn[®] technology type. You must be capable of configuring a BYO device yourself. We will only be able to provide limited 'best effort' support for a BYO device.

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.

Available modem/routers are shown on our website. If you cancel your plan, we will not refund the cost of any hardware purchased from us. The modem/router is yours to keep, come unlocked and can be used with an alternative provider or technology type.

4G Backup Option

Backup access to the Internet is available using an AINS Mobile Data Service or your own BYO Mobile Data Service. Applicable Once-Off Fees, Monthly Plan Fees and Minimum Terms (if any) will be detailed in your Service Application Form.

Home Phone Line

All Home nbn® Broadband Services can be bundled with up to 2 Home Phone Line service(s). For more information about Home Phone Line, please refer to the Critical Information Summary – Home Phone Line.

Minimum Term

Your Home nbn® Broadband service is provided on a month-by-month commitment.

You can cancel your service by submitting a cancellation request at any time up until 3pm on the last day of the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date.

Relocation of your nbn® Broadband Service

Relocation is a process involving a termination of your existing service and setting up a new service at your new location.

Payment

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

On accepting your application, we will issue your first invoice, which will include all once off fees and your first monthly fee, and take payment immediately from your nominated credit card. In the event your application for service is unable to be fulfilled for any reason, we will refund you the full amount of your payment.

Once your Home nbn® Broadband Service is activated, future invoices will be issued 1 month in advance and payment term is strictly 7 days from the invoice issue date. Late Payment Fee of \$9 will apply for any invoice not paid by the due date.

Payment options are as below:

- Credit card – 1.5% surcharge for VISA/MasterCard and AMEX (direct debit available)
- Electronic Funds Transfer

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 Home 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