

# Critical Information Summary – IP-Line Unmetered Plans

## Information about the service

AAPT IP-Line is a high-performance, business grade, dedicated connection to the Internet. It allows customers to have access to the Internet based on TCP/IP protocol via AAPT’s advanced carrier grade IP/MPLS network.

The AAPT IP-Line Unmetered data plan provides customers with unmetered Internet usage. A fixed monthly charge applies based on the Internet bandwidth selected. There are no excess usage charges associated with this plan.

The AAPT IP-Line Unmetered data plan is only available to retail customers on a retail basis. It is not for re-sale. Maximum theoretical speeds are as per plan title. The actual speed of services may vary depending on a number of factors, the major factors being end user geographic location; distance of the end user from AAPT network equipment; quality of the copper line between the end user and AAPT network equipment; network capacity; interference; the number of users accessing the network at any one time; and Customer Premises Equipment (**Speed Conditions**).

The AAPT IP-Line Unmetered data plan does not depend on a bundling arrangement with other services and do not require you to take any telecommunications goods as part of the plan. However, you must have a router in order to receive the service.

Each plan has a minimum contract term of 12, 24 or 36 months (**Minimum Period**). AAPT's Fair Use Policy applies. The AAPT IP-Line Unmetered data plan is only available on AAPT infrastructure and the preferred access delivery method is Midband Ethernet (MBE), followed by AAPT fibre where AAPT MBE is not available. Full terms and conditions for the AAPT IP-Line Unmetered data plan are available [here](#).

## Information about pricing

Plan	Speed* (Up/Down)	Excess	Charges (12 Month Term)		Charges (24 Month Term)		Charges (36 Month Term)	
			Install	MRC^	Install	MRC	Install	MRC
<b>10Mbps* Unmetered</b>	10Mbps	N/A	\$1,495	\$999	\$0	\$999	\$0	\$999
<b>20Mbps* Unmetered</b>	20Mbps	N/A	\$1,495	\$1,499	\$0	\$1,499	\$0	\$1,499
<b>100Mbps* Unmetered</b>	100Mbps	N/A	\$2,495	\$4,999	\$0	\$4,999	\$0	\$4,999

\* Actual speed of service is subject to Speed Conditions. ^MRC = Monthly Recurring Charge

The Monthly Recurring Charge represents the minimum and maximum monthly charge payable for the AAPT IP-Line Unmetered data plan. Install charges are payable on a once off basis.

If the service is terminated before the Minimum Period has expired an early termination charge may apply, calculated as the the Monthly Recurring Charge multiplied by the number of months, or part thereof, between the date of termination and the end of the Minimum Period. If a customer withdraws an order after it has been accepted, but before the service has been delivered, an order withdrawal fee applies calculated as the undiscounted installation charges associated with the installation of the service.

## Other Information

You can obtain information regarding the data usage details for your IP-line service by logging into your Account on AAPT’s [Frontier Customer Service Portal](#).

If you have a customer service issue, please contact our [Customer Service Desk](#).

If you are not satisfied with our services, you have the right to make a complaint to us. Information on our internal complaint process can be found [here](#). If you wish to refer your complaint to the TIO, you can do so by calling 1800 062 058 or by logging your complaint at [www.tio.com.au](http://www.tio.com.au).