

## Critical Information Summary – Rebill Included Value Plans

### Information about the service

The AAPT Rebill Service allows you to direct charges for Telstra services, which would otherwise appear on a Telstra invoice, to appear on an AAPT invoice instead. AAPT offers a range of Included Value Plans on PSTN, ISDN BRI and ISDN PRI (10 – 30 Channels) services.

Rebill Included Value Plans do not depend on a bundling arrangement with other services and do not require you to take any telecommunications goods as part of the plan. Each plan has a minimum contract term of 24 months. AAPT's Fair Use Policy applies. AAPT may withdraw an Included Call Value Plan at any time on 30 days' notice. Full terms and conditions for the Rebill Included Value Plans are available from your AAPT Account Manager.

The Monthly Recurring Charge (**MRC**) applicable to your selected plan will:

- cover the call types and usage that are denoted as “Included” in your plan;
- for call types and usage that are denoted as Included but have a specific included dollar value, or rate, include those call types and usage up to that value or charged at that rate; and
- apply each month, irrespective of whether the service is used in that month.

A summary of call or value inclusions is set out in the table below (pricing stated GST inclusive).

|                                 | Local Plan    | National Plan | Smart Plan     | Premium Plan  |
|---------------------------------|---------------|---------------|----------------|---------------|
| <b>MRC (per line per month)</b> | \$59          | \$69          | \$89           | \$99          |
| <b>PSTN (1 line)</b>            |               |               |                |               |
| Line Rental                     | Included      | Included      | Included       | Included      |
| Local & 13/1300 calls           | Included      | Included      | Included       | Included      |
| National calls                  | See rate card | Included      | Included       | Included      |
| Calls to Australian mobiles     | See rate card | See rate card | \$100 included | Included      |
| International call types        | See rate card | See rate card | \$50 Included  | \$50 Included |
| All other call types            | See rate card | See rate card | See rate card  | See rate card |

|                                 | Local Plan    | National Plan | Smart Plan       | Premium Plan   |
|---------------------------------|---------------|---------------|------------------|----------------|
| <b>MRC (per line per month)</b> | \$69          | \$79          | \$99             | \$109          |
| <b>ISDN BRI</b>                 |               |               |                  |                |
| Line Rental                     | Included      | Included      | Included         | Included       |
| Local & 13/1300 calls           | Included      | Included      | Included         | Included       |
| National calls                  | See rate card | Included      | Included         | Included       |
| Calls to Australian mobiles     | See rate card | See rate card | \$200 Included   | Included       |
| International call types        | See rate card | See rate card | \$100 Included   | \$100 Included |
| All other call types            | See rate card | See rate card | See rate card    | See rate card  |
| <b>ISDN PRI 10 (10 lines)</b>   |               |               |                  |                |
| Line Rental                     | Included      | Included      | Included         | Included       |
| Local & 13/1300 calls           | Included      | Included      | Included         | Included       |
| National calls                  | See rate card | Included      | Included         | Included       |
| Calls to Australian mobiles     | See rate card | See rate card | \$1,000 Included | Included       |
| International call types        | See rate card | See rate card | \$500 Included   | \$500 Included |
| All other call types            | See rate card | See rate card | See rate card    | See rate card  |
| <b>ISDN PRI 20 (20 lines)</b>   |               |               |                  |                |
| Line Rental                     | Included      | Included      | Included         | Included       |
| Local & 13/1300 calls           | Included      | Included      | Included         | Included       |
| National calls                  | See rate card | Included      | Included         | Included       |
| Calls to Australian mobiles     | See rate card | See rate card | \$2,000 Included | Included       |

|                               |               |               |                  |                  |
|-------------------------------|---------------|---------------|------------------|------------------|
| mobiles                       |               |               |                  |                  |
| International call types      | See rate card | See rate card | \$1,000 Included | \$1,000 Included |
| All other call types          | See rate card | See rate card | See rate card    | See rate card    |
| <b>ISDN PRI 30 (30 lines)</b> |               |               |                  |                  |
| Line Rental                   | Included      | Included      | Included         | Included         |
| Local & 13/1300 calls         | Included      | Included      | Included         | Included         |
| National calls                | See rate card | Included      | Included         | Included         |
| Calls to Australian mobiles   | See rate card | See rate card | \$3,000 Included | Included         |
| International call types      | See rate card | See rate card | \$1,500 Included | \$1,500 Included |
| All other call types          | See rate card | See rate card | See rate card    | See rate card    |

All services that are not denoted as “Included” in the included value plan are excluded from the Monthly Recurring Charge (**Excluded Services**), including calls made in excess of any Included specified dollar value or data calls of any type, which are charged at the rates outlined in the included value plan. Any Service used in breach of AAPT’s Fair Use Policy is also an Excluded Service. You must pay charges for all Excluded Services as set out in the included value plan or as otherwise applies from time to time.

If applicable, charges for the provision of Telstra services will be as set out the Telstra Our Customer Terms (“OCT”) relating to the relevant Telstra service. A copy of the Telstra OCT can be found at [www.telstra.com](http://www.telstra.com). The customer must pay charges for all Excluded Services as set out in the included value plan or as otherwise applies from time to time.

### Information about pricing

| Service               | Rebill Included Value Plan (24 month contract term) (GST inc.) |          |         |         |
|-----------------------|--|----------|---------|---------|
|                       | LOCAL  | NATIONAL | SMART   | PREMIUM |
| PSTN (single Line)    | \$59   | \$69     | \$89    | \$99    |
| ISDN BRI (2 Channels) | \$138  | \$158    | \$198   | \$218   |
| ISDN PRI 10           | \$690  | \$790    | \$990   | \$1,090 |
| ISDN PRI 20           | \$1,380  | \$1,580  | \$1,980 | \$2,180 |
| ISDN PRI 30           | \$2,070  | \$2,370  | \$2,970 | \$3,270 |

*Minimum Monthly Charge*

If the service is terminated before the minimum contract term (**Minimum Period**) has expired an early termination charge may apply, calculated as:

- (i) 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; and
- (ii) any rebates, credits, refunds or discounts (including but not limited to any waiver of port-in credits), provided to you in respect of the service.

### Other Information

You can obtain information regarding the call usage details for your Rebill 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).