

Internet SERVICES

Critical Information Summary



Business Grade Internet Services

Information About the Service

Aatrox Communications offers a range of Internet services tailored for Australian businesses. These plans are designed to provide flexibility, scalability, and cost-effectiveness, with no lock-in contracts and transparent pricing

Plan	Essential NBN	Premium NBN	Ultimate NBN
Monthly Cost	\$99.00	\$109.00	\$186.00
Data Allowance	Unlimited	Unlimited	Unlimited
Connection Fee	Included	Included	Included
Plan Speed	50/20 Mbps	100/40 Mbps	250/100 Mbps

All prices exclude GST.

Information about the service

Minimum Term	1 Month
Service Availability	The type of service offered may need further qualification checks to determine what's available at your location.
Router	BYO or one can be purchased at additional cost.

Broadband Speeds

Broadband speeds can differ based on several factors, such as:

- The type of technology available at your location
- Whether you've added a Speed Boost to your plan
- Overall network capacity
- How your home internet is set up
- How your device is connected (Wi-Fi vs Ethernet)
- The number of people using the internet at the same time

If you're on an FTTN, FTTB, or FTTC connection, it's important to note that your nbn service can't exceed the maximum line speed at your premises. We'll confirm your actual speeds after your service is connected.

Fair Use Policy

You are required to follow our Fair Use Policy, which means using your services reasonably and not in a fraudulent or disruptive way that could harm the network's performance. If you violate this policy, we may take action, which could include suspending or cancelling your service.

IP address

Your plan comes with a DHCP Ip address and this will change from time to time. If you would like a static IP, this will cost \$10.00+GST per month with a \$5.00+GST Activation fee.

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Sales/Support Contact Details

For Aatrox Communications Sales/Support please use one of the following contact methods:

For Sales call:	0383972990	email: sales@aatroxcommunications.com.au
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For Support call:	0383972990	email: support@aatroxcommunications.com.au
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Business Hours: 9:00am to 6:00pm AEST Monday to Friday.

After hours support available.

<https://aatroxcommunications.com.au/contact-us/>

Complaint Escalation Process

Aatrox Communications have a support and management team who strive to give the best customer service possible. If you have exhausted all avenues for resolving your complaint within Aatrox Communications and if you are still not satisfied with the solutions suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. **For full contact details visit: <https://www.tio.com.au/about-us/contact-us>**

Other information:

Aatrox Communications may be used to call the emergency number 000. VoIP should not be regarded as a reliable service in an emergency. VoIP Services are not recommended if your business requires a uninterrupted phone line due to disability, serious illness or other life-threatening condition.