

# MyNetFone Critical Information

## Summary: Residential Whirlpool

### DSL Deluxe Information about the Service

<b>Service Description</b>	The service is a broadband Internet service and provides access to the Internet and related services, such as VoIP and email.		
<b>Minimum term(s)</b>	24 months	12 months	
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>1 Static IPV4 IP Address</li> <li>Options for Naked ADSL2+ (no PSTN line service) or standard ADSL2+ over your existing PSTN line services</li> <li>Unlimited Download Quota</li> <li>Unmetered uploads</li> </ul>		
<b>Offer Excludes</b>	MyNetFone email address		
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>Your account must remain in credit at all times to use this service. If your account balance falls below \$0.00, your access to the internet will be restricted, if your service has been restricted, you can make a top-up payment via the <a href="#">My Account Portal</a>.</li> <li>To use the service, you will need a suitable modem/router. These may be purchased from the MyNetFone Sales Team or our online shop.</li> </ul> <p><b>Service Availability</b></p> <ul style="list-style-type: none"> <li>ADSL2+ is not available in all areas. Use our online <a href="#">Coverage Checker</a> to see if your area is enabled for our broadband services.</li> </ul> <p><b>ADSL2+ Speeds</b></p> <p>ADSL2+ speeds will vary depending on factors including but not limited:</p> <ul style="list-style-type: none"> <li>the distance from the local exchange</li> <li>the quality of the copper cable infrastructure in your area,</li> <li>Internet traffic, and your hardware and software.</li> </ul> <p>ADSL2+ download speeds can be typically from 1.5Mbps to 24Mbps. MyNetFone cannot guarantee any specific speeds.</p>		

### Information about Pricing (All prices include GST)

<b>Setup Fees</b>	\$0 (24 months)		\$49 (12 months)	
<b>Minimum monthly charge</b>	<b>Total Minimum Price</b>			
	Monthly Charge	Download Quota	24 month term	12 month term
	\$69.95	Unlimited	\$1,678.80	\$888.40
<b>Downgrade/Early Termination Charge</b>	\$99.00			
<b>Relocation Charge</b>	\$55.00			

## Billing Information

<b>Billing Date</b>	Your bill is charged on the same date each month and is the date your account was created (e.g. 11th May, 11th June, 11th July etc...).
<b>Service Activation Date</b>	The service Activation Date is the date that your service is ready to use.
<b>First Bill Charges</b>	Your first bill will include: <ul style="list-style-type: none"> <li>• Partial monthly charge from when the service was activated until the next Billing Date</li> <li>• Any additional charges for non-recurrent items used during that billing period</li> <li>• The minimum monthly charge in advance for the next billing period</li> </ul>
<b>Payments</b>	For information on payment options, visit: <a href="https://www.mynetfone.com.au/support/Billing-Payments">https://www.mynetfone.com.au/support/Billing-Payments</a> For information on payment options, <b>after 8 April 2019</b> visit: <a href="https://portal.southernphone.com.au/">https://portal.southernphone.com.au/</a>

## Other Information

<b>Installation</b>	The activation time of a DSL service is 8-20 business days (excludes Sat, Sun and public holidays) from the time of a qualified order. Activation times can be impacted by: <ul style="list-style-type: none"> <li>• Natural disasters or extreme weather conditions that cause mass outages</li> <li>• Incomplete, incorrect, or invalid address details</li> </ul>
<b>Future Infrastructure Upgrades</b>	MyNetFone commit to you that if the <b>nbn™</b> service becomes available in your area, and you would like to migrate over to using our <b>nbn</b> services, we will help you do this with no contract break fees.  In some cases you can keep using the modem/router hardware that you right now. If it's not <b>nbn™</b> service ready, a purchase order for a suitable modem/router can be made through our Residential Sales Team.
<b>Access your call and data usage information</b>	To access call and data usage log in to your customer account portal via this link: <a href="https://www.mynetfone.com.au/Portal-Login">https://www.mynetfone.com.au/Portal-Login</a> For information on data usage, <b>after 8 April 2019</b> visit: <a href="https://portal.southernphone.com.au/">https://portal.southernphone.com.au/</a>
<b>Customer Service contact details</b>	Southern Phone Customer Service For customer service please call us on 13 14 64.
<b>How to access our dispute resolution process</b>	If you have a problem or complaint about your service please call us on 13 14 64.
<b>TIO contact details</b>	If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit: <a href="http://www.tio.com.au/about-us/contact-us">www.tio.com.au/about-us/contact-us</a>

The above information is based on the standard service offering and is only a summary. On occasion, MyNetFone may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.