

MyNetFone Critical Information Summary: My NBN 25

Information about the Service

Service Description	The service is a broadband Internet service which uses the NBN network and provides access to the Internet and related services, such as VoIP and email.		
Minimum term(s)	24 months	12 months	No Contract
Offer Includes	<ul style="list-style-type: none"> 25/5 Speed (Up to 25Mbps download speed and up to 5 Mbps upload speed) 1 Static IPV4 IP Address Download quota starting from 50 GB No metering of Peak / Off Peak or Uploads NBN Voice Basic service (read it's Critical Information Summary here) 		
Offer Excludes	<ul style="list-style-type: none"> No email address is provided with this service 		
Offer Conditions	<ul style="list-style-type: none"> You must be the owner of the property (or have the owner's consent) before NBN is installed 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 to the MyNetFone website only. To use the service you require a NBN compatible router. 		
Service Availability	MyNetFone's NBN services are subject to availability and coverage. Register your interest on our website: https://www.mynetfone.com.au/Residential/NBN		
NBN Speeds	The actual speed of the service will be slower and will vary due to a number of factors such as the performance of the local infrastructure and cabling, the number of users in your area, your hardware and software, and the source and destination of content you access on the internet.		

Information about Pricing (All prices include GST)

Setup Fees	\$0 (24 months)		\$49 (12 months)		\$199 (No Contract)	
Minimum monthly charge			Total Minimum Price			
	Monthly Charge	Download Quota	24 month term	12 month term	No Contract	
	\$59.95	50 GB	\$ 1,438.80	\$ 768.40	\$ 258.95	
	\$74.95	250 GB	\$ 1,798.80	\$ 948.40	\$ 273.95	
	\$89.95	550 GB	\$ 2,158.80	\$ 1,128.40	\$ 288.95	
	\$109.95	1.05 TB	\$ 2,638.80	\$ 1,368.40	\$ 308.95	

Any unused data allowance expires at the end of your billing period.

If you exceed your data quota, the service speed will be speed limited to **256kbps** until the end of your billing month.

Termination Charge *Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)*

Relocation Charge **\$99.00**

If there is no MyNetFone NBN coverage at your new address, we will offer to provide you with an ADSL service. If you accept our ADSL offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.

Billing Information

Billing Date	Your bill is charged on the same date each month and is the date your account was created (for example 11th May, 11th June, 11th July etc...).
Service Activation Date	The service Activation Date is the date that your service is ready to use.
First Bill Charges	Your first bill will include: <ol style="list-style-type: none"> 1. Partial monthly charge from when the service was activated until the next Billing Date. 2. Any additional charges for non-recurrent items used during that billing period 3. The minimum monthly charge in advance for the next billing period
Payments	For information on payment options, visit: https://www.mynetfone.com.au/support/Setup-Guides/Billing-Payments For information on payment options, after 8 April 2019 visit: https://portal.southernphone.com.au/

Other Information

Installation	Standard NBN installations are completed without charge to you. A Standard Installation includes on-site installation by NBNCO. It does not include any cabling that doesn't directly relate to the installation of the NBN equipment; A General Power outlet (GPO) is NOT included. You must make your property (both inside and outside) available to the contractor for the works they are required to perform. Upon completion of the works you will be asked to sign acknowledging acceptance of the installation. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your MyNetFone bill.
Access your call and data usage information	You can access your call and data usage information by logging in to your customer account portal via this Link. https://www.mynetfone.com.au/Portal-Login For information on data usage, after 8 April 2019 visit: https://portal.southernphone.com.au/
Customer Service contact details	Southern Phone Customer Service For customer service please call us on 13 14 64.
How to access our dispute resolution process	If you have a problem or complaint about your service please call us on 13 14 64.
TIO contact details	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: www.tio.com.au/about-us/contact-us

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.