

MyNetFone Critical Information Summary: My NBN Basic Plan

Information about the Service

Description of the Service	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 as selected on order	24 months	12 months
Offer Inclusions	<ul style="list-style-type: none"> 12/1 Speed (12Mbps Download and 1 Mbps Upload) 1 Static IPV4 IP Address 20 Gigabytes Download Quota No metering of Peak / Off Peak or Uploads Web Portal Access to monitor data usage, make payments and change service options A standard installation of the NBN Co equipment is included 	
Offer Exclusions	<ul style="list-style-type: none"> No MyNetFone email address provided with this service 	
Important Offer conditions	<p>MyNetFone's NBN services are subject to availability and coverage. Register your interest on our website: https://www.mynetfone.com.au/Residential/NBN</p> <p>If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment.</p> <p>You are required to ensure there is credit in your account in order to use this service. If your account balance falls below \$0 at any time, you will not be able to access any pages other than the MyNetFone website. There will be instructions on a redirected web page on how to login to the My Account Portal and make a payment or top up your account.</p>	
Important limitations		
Important restrictions	N/A	
Important qualifications	To use the service you will need a suitable NBN router. These may be optionally sourced from the MyNetFone Sales Team or our online shop.	
Your Monthly Data Allowance	Any unused data allowance expires at the end of your billing period	

Information about Pricing

Setup Fees (including GST)	\$0 (24 months)	\$149 (12 months)
Minimum monthly charge	\$39.95 including GST	
Maximum monthly charge	\$39.95 including GST	
Maximum early termination charge	<i>Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)</i>	
Relocation Charge	\$99 including GST If there is no MyNetFone NBN coverage at your new address, we will offer to connect you to an ADSL service. If you choose not to accept our offer, you will need to cancel it. If you are within your contract term at the time of cancellation, the early termination charge will apply.	
Data Charges	The cost of 1MB of data (included in plan) = 0.20 cents If you exceed your data quota, the service speed will be speed limited to 256kbps until the end of your billing month. If you have exceeded your download quota and want to get back to normal speeds, you can purchase a 100GB (\$15), 250GB (\$20), 500GB (\$25), or 1TB (\$40) Data Boost to top up your download quota. https://www.mynetfone.com.au/Residential/NBN/Data-Boosts	

Billing Information

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period. Your bill is charged on the same date each month based on the date of your account creation (for example 11th May, 11th June, 11th July etc...). The Activation Date for the service will be some time after the Billing date. Your first bill will include:

1. charges for part of the month from when the service was activated until the end of that billing period
2. any additional charges for non-recurrent items and calls used during that billing period
3. the minimum monthly charge in advance for the next billing period

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/>

<h3>Other Information</h3> <p>Installation</p>	<p>We aim to connect your service within 3-10 business days (excludes Sat, Sun and public holidays) from the time of a qualified order. Activation times can be impacted by:</p> <ul style="list-style-type: none"> • Non-standard installation • natural disasters or extreme weather conditions that cause mass outages <p>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.</p> <p>You must make your property (both inside and outside) available to the contractor for the works they are required to perform.</p> <p>Upon completion of the works you will be asked to sign acknowledging acceptance of the installation.</p> <p>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.</p>
<p>Access your call and data usage information</p>	<p>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</p>
<p>Customer Service contact details</p>	<p>Southern Phone Customer Service For customer service please call us on 13 14 64.</p>
<p>How to access our dispute resolution process</p>	<p>If you have a problem or complaint about your service please call us on 13 14 64.</p>
<p>TIO contact details</p>	<p>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: http://www.tio.com.au/about-us/contact-us</p>

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.