

# Critical Information Summary: Basic Voice

## Information about the Service

Description of the Service	<p>Calls made using the service are connected using an NBN internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN) that a regular landline uses. This is called Voice over IP or VoIP. It allows 2 concurrent calls inbound or outbound to the public phone network via numbers hosted on the MyNetFone Network, as well as access to send SMS.</p>
Minimum term as selected on order form	No Contract
Offer Inclusions	<ul style="list-style-type: none"> <li>• Up to 2 concurrent calls</li> <li>• 1 included DID</li> <li>• Free calls between MyNetFone users</li> <li>• Voicemail, Voicemail to Email, Follow Me (as described on the website)</li> <li>• Access to Casual Conference plans</li> <li>• Access to Casual SMS services</li> <li>• Online account management portal access</li> <li>• CLID Over-stamping (Number presented on outbound calls)</li> </ul>
Offer Exclusions	<ul style="list-style-type: none"> <li>• Priority Assistance (For people diagnosed with a life threatening medical condition)</li> </ul>
Important Offer conditions	<p>This is a prepaid service and you are required to ensure there is credit in your account to use this service. However, this does not mean that if you do not top up your account that it will automatically be cancelled. You will continue to be billed for the Service until you contact us to cancel the service. You must consent to waive your Customer Service Guarantee rights and protections to use this service.</p>
Important limitations	<p>A monthly call cap of 100 international call attempts has been applied. Both attempted calls and successful calls are counted towards this cap limit. This may be optionally increased or decreased by contacting our Customer Service centre.</p> <p>This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers; 000.</p> <p>CLID Over-stamping is supported for registered and verified numbers only.</p>
Important restrictions	<p>The following cannot be called from this service:</p> <ol style="list-style-type: none"> <li>1. Australian Premium Rate Numbers (i.e. 190x)</li> <li>2. Some operator assisted numbers and special service numbers</li> <li>3. High risk International destinations</li> </ol> <p>Included DIDs may not be exchanged/credited/substituted towards the cost of existing DIDs ported onto the service.</p> <p>The number of concurrent calls that you can use with this service is limited both by the service and by the device that you purchase from MNF. For example, if you purchase a 1 line VoIP device to use with this service, we will provide you with 1 SIP registration. If you later decide that you want a second line, you will need to either purchase another device, or a BYO-1 device, and we will then provide you with a second SIP registration.</p>
Important qualifications	<p>To use the service you will need a high speed internet access connection, a modem/router, a VoIP phone adaptor, soft-phone client or an IP Handset. You can either buy them from our online shop or choose the BYO option.</p> <p>This Service is a residential grade service and is not intended to be used for business purposes. Some SMS messages may not reach their destination number, especially for international SMS. Occasional drop out to some destinations, caused by local conditions at the destination, and not by the My Net Fone network.</p>
Important Recommendations	<p>MyNetFone recommends that this service only be used on either a dedicated Internet connection that is capable of supporting the bandwidth required for 2 concurrent calls or that this service uses a MyNetFone provided Internet Connection (billed on the same account) through which we can provide Quality of Service.</p>

## Information about Pricing

Setup Fees (including GST)	<b>\$0</b>
Minimum monthly charge	<b>\$0</b>
Maximum monthly charge	N/A
Maximum early termination charge	No early termination charge (ETC) applies on the no contract plan. 30 days' notice must be given.

## Common Call Charges (including GST)

Local/National	<b>20¢</b> per call
Australian Mobile	<b>25¢</b> per minute billed in per minute increments. No flag fall.
13/1300	<b>25¢</b> per call untimed.
International	The cost of making an international call starts from 1.9¢ per minute. Calls are charged per minute or part thereof. For all international call rates, see <a href="https://www.mynetfone.com.au/Residential/Home-Phone/International-rates">https://www.mynetfone.com.au/Residential/Home-Phone/International-rates</a>
MyText SMS	<b>15¢</b> per message, per recipient
Casual Meet Me Conference	<b>16¢</b> per minute, per participant

## 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 11<sup>th</sup> May, 11<sup>th</sup> June, 11<sup>th</sup> 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>

## Other Information

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. <a href="https://www.mynetfone.com.au/Portal-Login">https://www.mynetfone.com.au/Portal-Login</a>
Customer Service contact details	Residential Customer Service can be contact on <b>181 or 1300 731 048 or +61 2 8008 8000</b> 8:30am to 8pm AEST Monday to Friday; 9am and 4pm AEST Saturdays <a href="https://www.mynetfone.com.au/Contact">https://www.mynetfone.com.au/Contact</a>  MyNetFone provides technical support only to customers who use the service in Australia.
How to access our dispute resolution process	Either use the Customer Service Contact Details above or submit your concerns via <a href="https://www.mynetfone.com.au/Contact/Complaints">https://www.mynetfone.com.au/Contact/Complaints</a>
TIO contact details	At MyNetFone, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within MyNetFone and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on <b>1800 062 058</b> .  For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>

The above information is based on the standard service offering. 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.