

Critical Information Summary: Residential DSL Unlimited Extended

Information about the Service

Service Description	The service is a broadband Internet service 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"> 1 Static IPV4 IP Address Unlimited Download Quota No metering of Peak / Off Peak 		
Offer Excludes	MyNetFone email address		
Important Information	<p>Offer Conditions</p> <ul style="list-style-type: none"> 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 may be restricted, if your service has been restricted, you can make a top-up payment via the My Account Portal. To use the service, you will need a suitable modem/router. These may be purchased from the MyNetFone Sales Team or our online shop. <p>Service Availability</p> <ul style="list-style-type: none"> Service availability is subject to various factors such as network availability, site conditions and environmental factors. While a preliminary site qualification is performed upfront, the availability of the service may be subject to change based upon further qualification checks. <p>ADSL Speeds</p> <p>ADSL speeds will vary depending on factors including but not limited:</p> <ul style="list-style-type: none"> the distance from the local exchange the quality of the copper cable infrastructure in your area, Internet traffic, and your hardware and software. <p>ADSL download speeds can be typically from 1.5Mbps to 24Mbps. MyNetFone cannot guarantee any specific speeds.</p>		

Information about Pricing (All prices include GST)

Setup Fees	\$99 (24 months)		\$148 (12 months)		\$198 (No Contract)	
Minimum monthly charge			Total Minimum Price			
	Monthly Charge	Download Quota	24 month term	12 month term	No Contract	
	\$79.95	Unlimited	\$ 2,017.80	\$ 1107.40	\$ 277.95	
Downgrade/Early Termination Charge	\$199.00					
Relocation Charge	\$99.00					

Additional charges may apply subject to site feasibility or the technician visit at service installation. The standard setup charge does not include installation of new lines, new socket or other internal wiring.

Billing Information

Billing Date	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...).
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: <ul style="list-style-type: none"> • Partial monthly charge from when the service was activated until the next Billing Date • Any additional charges for non-recurrent items used during that billing period • The minimum monthly charge in advance for the next billing period
Payments	For information on payment options, visit: https://www.mynetfone.com.au/support/Billing-Payments

Other Information

Installation	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"> • Natural disasters or extreme weather conditions that cause mass outages • Incomplete, incorrect, or invalid address details
Future Infrastructure Upgrades	MyNetFone commit to you that if the nbn ™ service becomes available in your area, and you would like to migrate over to using our nbn 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 nbn ™ service ready, a purchase order for a suitable modem/router can be made through our Residential Sales Team.
Access your call and data usage information	To access call and data usage log in to your customer account portal via this link: https://www.mynetfone.com.au/Portal-Login
Customer Service contact details	Residential Customer Service 1300 731 048 or +61 2 8008 8000 Mon-Fri: 8am to 10pm AEST Sat-Sun: 9am and 5pm AEST https://www.mynetfone.com.au/Contact
How to access our dispute resolution process	Submit your concerns via: https://www.mynetfone.com.au/Contact/Complaints
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 offered resolution, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 . For full contact details, visit: http://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.