

# Critical Information Summary: Unlimited Bundle

## Information about the Service

<b>Service Description</b>	This bundle is for a VoIP and Broadband Service. The latter may be supplied as Naked DSL or Standard DSL.		
<b>Minimum Term(s)</b>	24 months	12 months	No Contract
<b>Offer Includes</b>	<b>Unlimited AU Voice (DSL Bundle)</b> <ul style="list-style-type: none"> <li>Up to 2 concurrent calls</li> <li>1 included DID</li> <li>Unlimited calls to local/national and Australian mobile</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> </ul>	<b>Unlimited Data (DSL Bundle)</b> <ul style="list-style-type: none"> <li>1 Static IPV4 IP Address</li> <li>Options for Naked ADSL (no PSTN line service) or standard ADSL over your existing PSTN line services</li> <li>Unlimited Download Quota</li> <li>Unmetered uploads</li> </ul>	
<b>Offer Conditions</b>	<ul style="list-style-type: none"> <li>This service is intended for residential use only.</li> <li>This is a prepaid service and you are required to ensure there is credit in your account to use it. You will continue to be billed for the service until you contact us to cancel the service.</li> <li>The offer excludes MyNetFone email address</li> <li>This offer is only available as a bundle. If either the VoIP part or the DSL part has been disconnected, then both services will be disconnected. Early Termination Charge (ETC) applies on both.</li> <li>To use the service, you will need a suitable modem/router/VoIP adapter. If not already supplied, these may be purchased from the MyNetFone Sales Team or our online shop</li> </ul>		
<b>Emergency calls:</b>	<ul style="list-style-type: none"> <li>The VoIP service will not work if there is an interruption to your internet connection. That includes dialing emergency numbers; 000.</li> <li>The VoIP service is not suitable for people with life threatening medical conditions that require priority assistance</li> </ul>		
<b>Security controls:</b>	<ul style="list-style-type: none"> <li>For VoIP, 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.</li> <li>Call barring is available on request</li> </ul>		
<b>Important Restrictions</b>	<p>The following cannot be called from the VoIP service:</p> <ul style="list-style-type: none"> <li>Australian Premium Rate Numbers (i.e. 190x)</li> <li>Some operator assisted numbers and special service numbers</li> <li>High risk International destinations</li> </ul> <p>The number of concurrent calls that you can use with this service is limited both by the service and by the device that was supplied by MNF. For example, if you purchase a 1 line VoIP device to use with this service, we will provide you with 1 SIP registration.</p>		
<b>Service Limitations</b>	<p>ADSL 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.</p> <p>ADSL speeds will vary depending on factors including but not limited to:</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>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	\$0 (24 months)	\$49 (12 months)	\$99 (No Contract)		
<b>Minimum monthly charge</b>	<b>Total Minimum Price</b>				
	Monthly Charge	Includes	24 month	12 month	No Contract
	<b>\$69.95</b>	Unlimited AU Voice (\$10 / month) Unlimited Data (\$59.95 / month)	\$ 1,678.80	\$ 888.40	\$ 168.95
<b>Downgrade/Early Termination Charge</b>	<b>\$199.00</b> No Early Termination Charge (ETC) applies on the No Contract plan. However, both plans get automatically terminated once one of the service in the bundle has been discontinued / cancelled. 30 days' notice must be given.				
<b>Relocation Charge</b>	<b>\$99.00</b>				

## Common Call Charges (All prices including GST)

Local/National	Australian Mobile	13/1300	MyText SMS	Casual Meet Me Conference	International
Unlimited	Unlimited	25¢ / call untimed	15¢ / message, per recipient	16¢ / minute, per participant	The cost of making an international call starts from 1.9¢ / 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>

## Billing Information

<b>Billing Date</b>	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...).
<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>

## 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:

- 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 to 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>

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.

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### 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 remedies suggested, 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>