

# Critical Information Summary: Aussie Hero

## Information about the Service

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>Service Description</b>       | Calls made using the service are connected using an 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |             |
| <b>Minimum Term(s)</b>           | 6 Months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No Contract |
| <b>Offer Includes</b>            | <ul style="list-style-type: none"> <li>• Up to 2 concurrent calls</li> <li>• Unlimited calls to local/national/mobile</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>                                                                                                                                                                                                                                                                                                                                                                    |             |
| <b>Offer Excludes</b>            | Priority Assistance (For people diagnosed with a life threatening medical condition)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |
| <b>Offer Conditions</b>          | This service is intended for residential use only. 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
| <b>Important Limitations</b>     | <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>                                                                                                                                                                                                                                                                                                                                                                                          |             |
| <b>Important Restrictions</b>    | <p>The following cannot be called from this 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>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> |             |
| <b>Important Qualifications</b>  | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |
| <b>Important Recommendations</b> | <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> <p>We do not recommend that this service be used with wireless internet connections.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |

## Information about Pricing (All prices include GST)

| Minimum Monthly Charge | Total Minimum Price |             |
|------------------------|---------------------|-------------|
|                        | 6 Month Term        | No Contract |
| \$20                   | \$120               | \$20        |

|                           |                                                                                                           |                                                                                                   |
|---------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <b>Termination Charge</b> | Early Termination Charges apply based on Months Remaining x Minimum Monthly Charge (for 6 Month Contract) | No Early Termination Charge (ETC) applies on the No Contract plan. 10 days' notice must be given. |
|---------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|

## Common Call Charges (All prices including GST)

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|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Local/National</b>            | <b>0¢</b> per call (calls to this destination are included in the plan)                                                                                                                                                                                                                                                        |
| <b>Australian Mobile</b>         | <b>0¢</b> per minute billed in per minute increments (calls to this destination are included in the plan)                                                                                                                                                                                                                      |
| <b>13/1300</b>                   | <b>25¢</b> per call untimed                                                                                                                                                                                                                                                                                                    |
| <b>International</b>             | The cost of making an international call starts from <b>1.9¢</b> 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> |
| <b>MyText SMS</b>                | <b>15¢</b> per message, per recipient                                                                                                                                                                                                                                                                                          |
| <b>Casual Meet Me Conference</b> | <b>16¢</b> per minute, per participant                                                                                                                                                                                                                                                                                         |

## 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: <ol style="list-style-type: none"> <li>1. Partial monthly charge from when the service was activated until the next Billing Date</li> <li>2. Any additional charges for non-recurrent items used during that billing period</li> <li>3. The minimum monthly charge in advance for the next billing period</li> </ol> |
| <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

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|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Access your call and data usage information</b>  | You can access your call and data usage information by logging in to your customer account portal via this Link.<br><br><a href="https://www.mynetfone.com.au/Portal-Login">https://www.mynetfone.com.au/Portal-Login</a>                                                                                                                                                                                                                                                      |
| <b>Customer Service contact details</b>             | Residential Customer Service can be contacted on <b>181</b> or <b>1300 731 048</b> or <b>+61 2 8008 8000</b><br><br>8am to 10pm AEST Monday to Friday; 9am to 5pm AEST Saturdays and Sundays<br><a href="https://www.mynetfone.com.au/Contact">https://www.mynetfone.com.au/Contact</a><br><br>MyNetFone provides technical support only to customers who use the service in Australia.                                                                                        |
| <b>How to access our dispute resolution process</b> | Either use the Residential 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>                                                                                                                                                                                                                                                                    |
| <b>TIO contact details</b>                          | 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> .<br><br>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 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.