

# Critical Information Summary: Residential DSL Standard

## Information about the Service

<b>Service Description</b>	The service is a broadband Internet service and provides access to the Internet and related services, such as VoIP and email.		
<b>Minimum term(s)</b>	24 months	12 months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>1 Static IPV4 IP Address</li> <li>Options for Naked ADSL2+ (no PSTN line service) or standard ADSL2+ over your existing PSTN line services</li> <li>1000GB /1TB Download Quota (500GB Peak / 500GB Off peak; Off Peak time is 12am (Midnight) to 10am AEST)</li> <li>Unmetered uploads</li> </ul>		
<b>Offer Excludes</b>	MyNetFone email address		
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>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 will be restricted, if your service has been restricted, you can make a top-up payment via the <a href="#">My Account Portal</a>.</li> <li>To use the service, you will need a suitable modem/router. These may be purchased from the MyNetFone Sales Team or our online shop.</li> </ul> <p><b>Service Availability</b></p> <ul style="list-style-type: none"> <li>ADSL2+ 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.</li> </ul> <p><b>ADSL2+ Speeds</b></p> <p>ADSL2+ speeds will vary depending on factors including but not limited:</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>ADSL2+ download speeds can be typically from 1.5Mbps to 24Mbps. MyNetFone cannot guarantee any specific speeds.</p>		

## Information about Pricing (All prices include GST)

<b>Setup Fees</b>	<b>\$0</b> (24 months)		<b>\$49</b> (12 months)		<b>\$99</b> (No Contract)	
<b>Minimum monthly charge</b>	<b>Total Minimum Price</b>					
	Monthly Charge	Download Quota	24 month term	12 month term	No Contract	
	<b>\$59.95</b>	1000 GB/1TB	\$ 1,438.80	\$ 768.40	\$ 158.95	
	Any unused data allowance expires at the end of your billing period.					
	The cost of 1GB of data (included in plan) = \$0.06					
	If you exceed your data quota, the service will be shaped to <b>256kbps</b> until the end of your billing month.					
	If you exceed your download quota, purchase a \$10 (Inc.GST) Data Boost for an extra 100 GB download quota. More information on <a href="#">Data Boosts</a> is available on our website.					
<b>Downgrade/Early Termination Charge</b>	<b>\$199.00</b>					

## Billing Information

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

<b>Installation</b>	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"> <li>• Natural disasters or extreme weather conditions that cause mass outages</li> <li>• Incomplete, incorrect, or invalid address details</li> </ul>
<b>Future Infrastructure Upgrades</b>	MyNetFone commit to you that if the <b>nbn</b> <sup>™</sup> service becomes available in your area, and you would like to migrate over to using our <b>nbn</b> 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 <b>nbn</b> <sup>™</sup> service ready, a purchase order for a suitable modem/router can be made through our Residential Sales Team
<b>Access your call and data usage information</b>	To access call and data usage log 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>
<b>Customer Service contact details</b>	Residential Customer Service <b>1300 731 048</b> or <b>+61 2 8008 8000</b>  Mon-Fri: 8am to 10pm AEST Sat-Sun: 9am and 5pm AEST <a href="https://www.mynetfone.com.au/Contact">https://www.mynetfone.com.au/Contact</a>
<b>How to access our dispute resolution process</b>	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 offered resolution, 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 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.