

Critical Information Summary: Residential NBN Unlimited

Information about the Service

Service Description	The service is a broadband service which uses the nbn TM network 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 Basic Voice service (read its Critical Information Summary here) 		
Offer Excludes	<ul style="list-style-type: none"> MyNetFone Email address Battery backup. This means your voice and data services will be temporarily unavailable for the duration of the power outage. Central splitter for FTTB/N in standard installations. 		
Important Information	<p>Offer Conditions</p> <ul style="list-style-type: none"> You must be the owner of the property (or have the owner's consent) before the nbn service is installed 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. To use the service, you require a nbn compatible modem/router. These may be purchased from the MyNetFone Sales Team. <p>Service Availability</p> <ul style="list-style-type: none"> MyNetFone's nbn services are subject to availability and coverage. Register your interest on our website. <p>Broadband Speeds</p> <p>Broadband speeds vary due to a number of factors, including but not limited to the access technology type used, speed plan you've chosen, network capacity, the performance of the local infrastructure and cabling, the number of users in your area, the equipment you use, the source and destination of content you access on the internet. Click here to understand more about broadband speed.</p>		

Information about Pricing (All prices include GST)

Setup Fees	\$0 (24 months)	\$49 (12 months)	\$199 (No Contract)																													
New Developments Charge	If you're in a new development and not already connected to the nbn , nbn co may charge \$300 to connect your premises to nbn services. If applicable, the charge will be passed to you through MyNetFone.																															
Minimum monthly charge	<table border="1"> <thead> <tr> <th rowspan="2">Monthly Charge</th> <th rowspan="2">Speed Tiers (Click here for details)</th> <th colspan="3">Total Minimum Price</th> </tr> <tr> <th>24 month term</th> <th>12 month term</th> <th>No Contract</th> </tr> </thead> <tbody> <tr> <td>\$ 59.99</td> <td>Basic evening speed</td> <td>\$ 1,439.76</td> <td>\$ 768.88</td> <td>\$ 258.99</td> </tr> <tr> <td>\$ 69.99</td> <td>Standard evening speed</td> <td>\$ 1,679.76</td> <td>\$ 888.88</td> <td>\$ 268.99</td> </tr> <tr> <td>\$ 79.99</td> <td>Standard plus evening speed (excludes Fixed Wireless)</td> <td>\$ 1,919.76</td> <td>\$ 1,008.88</td> <td>\$ 278.99</td> </tr> <tr> <td>\$ 89.99</td> <td>Premium evening speed (excludes Fixed Wireless)</td> <td>\$ 2,159.76</td> <td>\$ 1,128.88</td> <td>\$ 288.99</td> </tr> </tbody> </table>				Monthly Charge	Speed Tiers (Click here for details)	Total Minimum Price			24 month term	12 month term	No Contract	\$ 59.99	Basic evening speed	\$ 1,439.76	\$ 768.88	\$ 258.99	\$ 69.99	Standard evening speed	\$ 1,679.76	\$ 888.88	\$ 268.99	\$ 79.99	Standard plus evening speed (excludes Fixed Wireless)	\$ 1,919.76	\$ 1,008.88	\$ 278.99	\$ 89.99	Premium evening speed (excludes Fixed Wireless)	\$ 2,159.76	\$ 1,128.88	\$ 288.99
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For FTTB/N service, speed tiers eligibility can be verified following service activation. Speed plan change is free of charge.																																

Charges quoted above are for NBN services. Additional fees may apply when bundling with a voice service (Refer to Voice Services CIS [here](#))

Early Termination Charge **\$199.00**

Relocation Charge **\$99.00**

If there is no MyNetFone **nbn**TM services coverage at your new address, we will offer you with an ADSL service. If you accept our ADSL offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.

Additional Charges Additional/other charges may apply. Click [here](#) to know more about additional/other charges.

Billing Information

Billing Date 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...).

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:

- 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**
- Standard **nbn** installations are completed without charge to you.
 - If your installation is non-standard, nbn co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your MyNetFone bill.

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.