

# MyNetFone Critical Information Summary: Residential DSL Deluxe Extended



## 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>Unlimited Download Quota</li> <li>No metering of Peak / Off Peak</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 may 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>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.</li> </ul> <p><b>ADSL Speeds</b></p> <p>ADSL 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>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)

<b>Setup Fees</b>	<b>\$99</b> (24 months)	<b>\$148</b> (12 months)	<b>\$198</b> (No Contract)																
<b>Minimum monthly charge</b>	<table border="1"> <thead> <tr> <th colspan="2"></th> <th colspan="3">Total Minimum Price</th> </tr> <tr> <th>Monthly Charge</th> <th>Download Quota</th> <th>24 month term</th> <th>12 month term</th> <th>No Contract</th> </tr> </thead> <tbody> <tr> <td><b>\$74.95</b></td> <td>Unlimited</td> <td>\$ 1,897.80</td> <td>\$ 1047.40</td> <td>\$ 272.95</td> </tr> </tbody> </table>						Total Minimum Price			Monthly Charge	Download Quota	24 month term	12 month term	No Contract	<b>\$74.95</b>	Unlimited	\$ 1,897.80	\$ 1047.40	\$ 272.95
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<b>Downgrade/Early Termination Charge</b>	<b>\$199.00</b>																		
<b>Relocation Charge</b>	<b>\$99.00</b>																		

Charges quoted above are for the DSL service only. Additional fee is applied to the bundled voice service (Refer to the DSL Voice Unlimited CIS)



## 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> For information on payment options, <b>after 8 April 2019</b> visit: <a href="https://portal.southernphone.com.au/">https://portal.southernphone.com.au/</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.  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>after 8 April 2019 visit: <a href="https://portal.southernphone.com.au/">https://portal.southernphone.com.au/</a></b>
<b>Access your call and data usage information</b>	
<b>Customer Service contact details</b>	<b>Southern Phone Customer Service</b> <b>For customer service please call us on 13 14 64.</b>
<b>How to access our dispute resolution process</b>	If you have a problem or complaint about your service please call us on 13 14 64.  If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit <a href="http://tio.com.au/about-us/">tio.com.au/about-us/</a> contact us.
<b>TIO contact details</b>	

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.