

MyNetFone Critical Information

Summary: Residential Whirlpool DSL

Economy Information about the Service

Service Description	The service is a broadband Internet service and provides access to the Internet and related services, such as VoIP and email.	
Minimum term(s)	24 months	12 months
Offer Includes	<ul style="list-style-type: none"> 1 Static IPV4 IP Address Options for Naked ADSL2 (no PSTN line service) or standard ADSL2 over your existing PSTN line services 500GB Download Quota (250GB Peak / 250GB Off peak; Off Peak time is 12am (Midnight) to 10am AEST) Unmetered uploads 	
Offer Excludes	MyNetFone email address	
Important Information	<p>Offer Conditions</p> <ul style="list-style-type: none"> 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 My Account Portal. To use the service, you will need a suitable modem/router. These may be purchased from the MyNetFone Sales Team or our online shop. <p>Service Availability</p> <ul style="list-style-type: none"> ADSL2 is not available in all areas. Use our online Coverage Checker to see if your area is enabled for our broadband services. <p>ADSL2 Speeds</p> <p>ADSL2 speeds will vary depending on factors including but not limited to:</p> <ul style="list-style-type: none"> the distance from the local exchange the quality of the copper cable infrastructure in your area, Internet traffic, and your hardware and software. <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)

Setup Fees	\$0 (24 months)		\$49 (12 months)	
Minimum monthly charge	Total Minimum Price			
	Monthly Charge	Download Quota	24 month term	12 month term
	\$49.95	500 GB	\$1,198.80	\$648.40
Downgrade/Early Termination Charge	\$99.00			
Relocation Charge	\$55.00			

Any unused data allowance expires at the end of your billing period.

The cost of 1GB of data (included in plan) = \$0.10/GB

If you exceed your data quota, the service will be shaped to **256kbps** 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 [Data Boosts](#) is available on our website.

Billing Information

Billing Date	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...).
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: <ul style="list-style-type: none"> • 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 For information on payment options, after 8 April 2019 visit: https://portal.southernphone.com.au/

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: <ul style="list-style-type: none"> • 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 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 For information on data usage, after 8 April 2019 visit: https://portal.southernphone.com.au/
Customer Service contact details	Southern Phone Customer Service For customer service please call us on 13 14 64.
How to access our dispute resolution process	If you have a problem or complaint about your service please call us on 13 14 64.
TIO contact details	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: 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.