

MyNetFone Critical Information Summary: Whirlpool DSL Economy Plan

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 existing PSTN line service 500GB Gigabytes Download Quota (250GB Peak / 250GB Off peak; Off Peak time is 12am (Midnight) to 10am AEST) Unmetered uploads Web Portal Access to monitor data usage, make payments and change service options 	
Offer Excludes	No MyNetFone email address provided with this service	
Offer Conditions	<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 to the MyNetFone website only. 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. 	
Service Availability	<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. 	
ADSL2+ Speeds	<p>ADSL2+ speeds will vary depending on:</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 anything from 1500Kbps to 24000Kbps. ADSL2+ upload speeds will range from 256 to 812Kbps. MyNetFone cannot guarantee any specific speeds.</p> <p>Southern Phone Customer Service For customer service please call us on 13 14 64.</p>	

Information about Pricing (All prices include GST)

Setup Fees	If you have a problem or complaint about your service please call us on 13 14 64.		\$0 (24 months)	\$49 (12 months)
Minimum monthly charge	<p>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</p>			
	Monthly Charge	Download Quota	24 month term	12 month term
	\$49.95	500 GB	\$ 1,198.80	\$ 648.40

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

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

If you exceed your data quota, the service speed will be speed limited 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 20GB download quota. More information on [Data Boosts](#) is available on our website.

Termination Charge If you cancel this service within the minimum term or change your plan to one with a lesser monthly charge, you must pay an early termination charge (ETC) of **\$99**.

Relocation Charge **\$55.00**

Read our [ADSL Broadband Service Terms and Conditions](#) for more information.

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: <ol style="list-style-type: none"> 1. Partial monthly charge from when the service was activated until the next Billing Date 2. Any additional charges for non-recurrent items used during that billing period 3. 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 single 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 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 and no new service setup fees. In some cases you may be able to use the modem/router hardware that you have in place now. If not, a suitable modem/router can be sourced from the MyNetFone Residential Sales Team or our online shop.
Access your call and data usage information	You can access your call and data usage information by logging 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.