

MyNetFone Critical Information Summary: Residential DSL Starter Plan

Information about the Service

Description of the Service	The service is a broadband Internet service and provides access to the Internet and related services, such as VoIP and email.		
Minimum term as selected on order	24 months	12 months	No contract
Offer Inclusions	<ul style="list-style-type: none"> 1 Static IPV4 IP Address Naked ADSL2+ (no PSTN line service) 1GB Gigabyte Download Quota No metering of Peak / Off Peak or Uploads Web Portal Access to monitor data usage, make payments and change service options 		
Offer Exclusions	<ul style="list-style-type: none"> Not available on standard ADSL2+ broadband connection over existing PSTN line service No MyNetFone email address provided with this service 		
Important Offer conditions	<p>ADSL2+ is not available in all areas, and service qualification needs to be performed to ensure availability. Use our online Coverage Checker to see if your area is enabled for our broadband services.</p> <p>You are required to ensure there is credit in your account in order to use this service. If your account balance falls below \$0 at any time, you will not be able to access any pages other than the MyNetFone website. There will be instructions on a redirected service page on how to login to the My Account Portal and make a payment or top up your account.</p>		
Important limitations	<p>ADSL2+ speeds will vary depending on the distance from the local exchange, the quality of the copper cable infrastructure in your area, internet traffic, and your hardware and software.</p> <p>ADSL2+ download speeds can be anything from 1500Kbps to 24000Kbps.</p> <p>ADSL2+ upload speeds will range from 256 to 812Kbps.</p> <p>MyNetFone cannot guarantee any specific speeds.</p>		
Important restrictions	N/A		
Important qualifications	To use the service you will need a suitable modem/router. These may be optionally sourced from the MyNetFone Sales Team or our online shop.		
Your Monthly Data Allowance	Any unused data allowance expires at the end of your billing period		

Information about Pricing

Setup Fees (including GST)	\$0 (24 months)	\$99 (12 months)	\$199 (No contract)
Minimum monthly charge	\$29.95 including GST		
Maximum monthly charge	N/A		
Maximum early 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 \$199 .		
Relocation Charge	<p>\$99 including GST</p> <p>If there is no coverage at your new address, you will not be able to relocate your MyNetFone Naked ADSL2+ service and will have to cancel it. If you are within your contract term at the time of cancellation, the early termination charge will be waived once proof of residence is provided.</p>		
Data Charges	<p>The cost of 1MB of data (included in plan) = 2.92 cents</p> <p>Once the included quota is exceeded, the cost of 1MB of data is = 0.5 cents (\$5 per GB of Data)</p> <p>If you have exceeded your download quota and want to top-up, a \$10 (Inc.GST) Data Boost will get you an additional 20GB of download quota.</p>		

Billing Information

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

Your bill is charged on the same date each month based on the date of your account creation (for example 11th May, 11th June, 11th July etc...). The Activation Date for the service will be some time after the Billing date. Your first bill will include:

1. charges for part of the month from when the service was activated until the end of that billing period
2. any additional charges for non-recurrent items and calls used during that billing period
3. the minimum monthly charge in advance for the next billing period

For information on payment options, visit: <https://www.mynetfone.com.au/support/Setup-Guides/Billing-Payments>

For information on payment options, **after 8 April 2019** visit: <https://portal.southernphone.com.au/>

Other Information

Connection Timeframes	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, that 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.