

Critical Information Summary: NBN Business Unlimited

Information about the Service

Service Description	The service is a broadband Internet service which uses the nbn TM network and provides access to the Internet and related services, such as VoIP and email.			
Minimum term(s)	36 months	24 months	12 months	No Contract
Offer Includes	<ul style="list-style-type: none"> 12/1 Speed (Up to 12Mbps download speed and up to 1 Mbps upload speed). Upgradeable to Superfast (Up to 25/5 Mbps), Turbofast (Up to 50/20 Mbps) or Ultrafast (Up to 100/40 Mbps). See nbn speeds and pricing below. 1 Static IPV4 IP Address Unlimited Download / Upload Quota Basic Voice service (read it's Critical Information Summary here) 			
Offer Excludes	<ul style="list-style-type: none"> MyNetFone Email address Turbofast (50/20) and Ultrafast (100/40) on nbnTM fixed wireless services 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 NBN is installed Your service may be restricted if you fail to pay your bill on time To use the service you require nbn compatible router. These may be purchased from the MyNetFone Sales Team. <p>Acceptable Use Policy</p> <ul style="list-style-type: none"> All MyNetFone NBN plans are subject to the Acceptable Use Policy found in the Terms and Conditions - https://business.mynetfone.com.au/legal/acceptable-use-policy <p>Service Availability</p> <p>MyNetFone's nbn services are subject to availability and coverage. Register your interest on our website.</p> <p>nbn Speeds</p> <p>Denoted as maximum port speed, the actual speed you can achieve could vary due to a number of factors including but not limited to the access technology type used, 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. Therefore, MyNetFone can NOT guarantee you will get the maximum port speed. Click here to understand more about nbn speed.</p>			

Information about Pricing (All prices include GST)

Setup Fees	\$0 (36 months)	\$99 (24 months)	\$199 (12 months)	\$299 (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	Total Minimum Price				
Monthly Charge	Speed Boost	36 month term	24 month term	12 month term	No Contract
\$ 79.99	Fast (Up to 12/1 Mbps)	\$ 2,879.64	\$ 2,018.76	\$ 1,158.88	\$ 378.99
\$ 89.99	Superfast (Up to 25/5 Mbps)	\$ 3,239.64	\$ 2,258.76	\$ 1,278.88	\$ 388.99
\$ 99.99	Turbofast (Up to 50/20 Mbps)	\$ 3,599.64	\$ 2,498.76	\$ 1,398.88	\$ 398.99
\$ 109.99	Ultrafast (Up to 100/40 Mbps)	\$ 3,959.64	\$ 2,738.76	\$ 1,518.88	\$ 408.99

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Termination Charge	<i>Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)</i>
Relocation Charge	\$149.00
	If there is no MyNetFone nbn TM services coverage at your new address, we will offer to provide 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 (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

Other Information

Installation	<ul style="list-style-type: none"> • 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	<p style="text-align: center;">Business Customer Service</p> <p style="text-align: center;">1300 733 995 or +61 2 8008 8452</p> <p style="text-align: center;">Mon-Fri: 8:30am to 5:30pm AEST</p> <p>Outside Business hours please submit an online support request or call us for Emergency Support on the above number (fees apply) https://www.mynetfone.com.au/Contact</p>
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.