

# Critical Information Summary: MyNetFone Premium Conferencing - L

---

## Information about the Service

<b>Service Description</b>	The MyNetFone Premium Conferencing service is a teleconferencing service hosted on the MyNetFone Network.
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• 1800 conferencing minutes per month (expires at the end of the monthly billing period)</li> <li>• Local and national <a href="#">dial-in numbers</a></li> <li>• Access to a range of international numbers (Charges apply. See Additional Usage Charges)</li> <li>• Unlimited conference duration (Charges apply for excess minutes. See Additional Usage Charges)</li> <li>• Business hours local online support</li> <li>• 24/7 local phone support</li> <li>• PAYG managed services</li> <li>• Access to a comprehensive list of <a href="#">conference controls</a></li> <li>• Complimentary, unlimited <a href="#">conference recording</a> and 28 days of storage.</li> <li>• List of Account/Conference room features             <ul style="list-style-type: none"> <li>○ Participant Name Announce</li> <li>○ Guest Entry on Mute</li> <li>○ Quick start Conferencing</li> <li>○ Project Codes</li> <li>○ Automatic Disconnect</li> <li>○ Personal ID Numbers</li> </ul> </li> </ul>
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>• This service is intended for business use</li> <li>• Prices and charges exclude call connection costs to this service (i.e. the cost of a landline or mobile call to our Conference Access Numbers)</li> <li>• Each conference participant counts towards the conference minutes separately (e.g. 60 minutes conference x 4 participants = 240 conference minutes)</li> <li>• Your service may be restricted if you fail to pay your bill on time</li> </ul> <p><b>Acceptable Use Policy</b></p> <p>All plans are subject to the Acceptable Use Policy found in the Terms and Conditions - <a href="https://business.mynetfone.com.au/legal/acceptable-use-policy">https://business.mynetfone.com.au/legal/acceptable-use-policy</a></p>

## Information about Pricing (All prices include GST)

<b>Minimum Monthly Charge</b>	\$100
<b>Termination Charge</b>	No Early Termination Charge (ETC) applies on the No Contract plan. 30 days' notice must be given.

## Additional Usage Charges (All prices including GST)

Minutes	Local/National dial-in	International dial-in
0 – 1800 minutes	Free	Tier 1 = <b>\$0.22</b> per line per minute Tier 2 = <b>\$0.47</b> per line per minute Tier 3 = <b>\$0.62</b> per line per minute Tier 4 = <b>\$0.83</b> per line per minute
Above 1800 minutes	Any conference that exceeds plan minutes will, in addition to international line rates, be charged an average of <b>\$0.10</b> per line per minute.	Tier 1 = <b>\$0.32</b> per line per minute Tier 2 = <b>\$0.57</b> per line per minute Tier 3 = <b>\$0.72</b> per line per minute Tier 4 = <b>\$0.93</b> per line per minute

## Billing Information

<b>Billing Date</b>	Your bill is charged on the first business day of each month.
<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>Payment Options</b>	<ul style="list-style-type: none"> <li>• EFT</li> <li>• Credit Card</li> <li>• Cheques</li> </ul> For further information, please refer to your invoice.

## Other Information

<b>Customer Service contact details</b>	Phone: <b>1300 012 406</b> <i>Available 24/7 as part of your plan</i>  Email: <a href="mailto:support@mynetfoneconferencing.com">support@mynetfoneconferencing.com</a> <i>Mon-Fri: 8:00am to 6:00pm AEST</i>
<b>How to access our dispute resolution process</b>	Email your concerns via: <a href="mailto:feedback@mynetfoneconferencing.com">feedback@mynetfoneconferencing.com</a>
<b>TIO contact details</b>	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 <b>1800 062 058</b> .  For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>

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.