

# Critical Information Summary: 1300 Call Collection Basic

## Information about the Service

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |           |           |             |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-------------|
| <b>Service Description</b>   | <p>The 1300 Call Collection Service provides a cloud based collection service from which calls to your 1300 number can be delivered to any PSTN, Mobile or MyNetFone VoIP Service. MyNetFone provides hosting of your 1300 numbers in our network to deliver high reliability, high call volume processing and real time answer point changes.</p> <p>The service supports setup of numbers purchased via Smart Numbers, purchased from MyNetFone stock, or ported from another service provider.</p> <p>Customers calling your 1300 number will be charged by their service for the cost of making the call.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           |           |             |
| <b>Minimum term(s)</b>       | 36 months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 24 months | 12 months | No Contract |
| <b>Offer Includes</b>        | <ul style="list-style-type: none"> <li>No concurrent call limitation imposed</li> <li>Real Time, Answer Point changes via a Web Portal</li> <li>Inbound and Outbound portal based Call Reporting</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>To use the service, you will need a PSTN, Mobile or MyNetFone provided VoIP service as an answer point to which the 1300 collected call can be delivered.</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> <ul style="list-style-type: none"> <li>All MyNetFone 1300 Call Collection 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></li> </ul> <p><b>Important Limitations / Restrictions</b></p> <ul style="list-style-type: none"> <li>The availability and cost of calling the 1300 number hosted on the MyNetFone network is dependent on capabilities of the originating carrier who is sending the call to MyNetFone.</li> <li>The following cannot be configured as an answer point from this service: <ul style="list-style-type: none"> <li>Australian Premium Rate Numbers (i.e. 190x)</li> <li>Some operator assisted numbers and special service numbers</li> <li>High risk International destinations</li> </ul> </li> <li>1300 numbers generally cannot be dialled from outside Australia</li> </ul> <p><b>Security controls:</b></p> <ul style="list-style-type: none"> <li>A monthly call cap of 50 international call attempts has been applied. Both attempted calls and successful calls are counted towards this cap limit. This may be optionally increased or decreased by contacting our Customer Service centre.</li> </ul> |           |           |             |

## Information about Pricing (All prices include GST)

| <b>Setup Fees</b>                | \$0 (36 months)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$0 (24 months) | \$0 (12 months) | \$49.95 (No Contract) |  |               |  |  |  |  |               |               |               |             |                |        |        |        |        |                     |           |           |           |          |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------------|--|---------------|--|--|--|--|---------------|---------------|---------------|-------------|----------------|--------|--------|--------|--------|---------------------|-----------|-----------|-----------|----------|
| <b>Minimum monthly charge</b>    | <table border="1"> <thead> <tr> <th></th> <th colspan="4">Contract Term</th> </tr> <tr> <th></th> <th>36 month term</th> <th>24 month term</th> <th>12 month term</th> <th>No Contract</th> </tr> </thead> <tbody> <tr> <td>Monthly Charge</td> <td style="text-align: center;">\$5.95</td> <td style="text-align: center;">\$7.95</td> <td style="text-align: center;">\$9.95</td> <td style="text-align: center;">\$9.95</td> </tr> <tr> <td>Total Minimum Price</td> <td style="text-align: center;">\$ 214.20</td> <td style="text-align: center;">\$ 190.80</td> <td style="text-align: center;">\$ 119.40</td> <td style="text-align: center;">\$ 59.90</td> </tr> </tbody> </table> |                 |                 |                       |  | Contract Term |  |  |  |  | 36 month term | 24 month term | 12 month term | No Contract | Monthly Charge | \$5.95 | \$7.95 | \$9.95 | \$9.95 | Total Minimum Price | \$ 214.20 | \$ 190.80 | \$ 119.40 | \$ 59.90 |
|                                  | Contract Term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |                 |                       |  |               |  |  |  |  |               |               |               |             |                |        |        |        |        |                     |           |           |           |          |
|                                  | 36 month term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 24 month term   | 12 month term   | No Contract           |  |               |  |  |  |  |               |               |               |             |                |        |        |        |        |                     |           |           |           |          |
| Monthly Charge                   | \$5.95                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$7.95          | \$9.95          | \$9.95                |  |               |  |  |  |  |               |               |               |             |                |        |        |        |        |                     |           |           |           |          |
| Total Minimum Price              | \$ 214.20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$ 190.80       | \$ 119.40       | \$ 59.90              |  |               |  |  |  |  |               |               |               |             |                |        |        |        |        |                     |           |           |           |          |
| <b>Termination Charge</b>        | <i>Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |                 |                       |  |               |  |  |  |  |               |               |               |             |                |        |        |        |        |                     |           |           |           |          |
| <b>Ported number set up Cost</b> | \$99.95                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |                 |                       |  |               |  |  |  |  |               |               |               |             |                |        |        |        |        |                     |           |           |           |          |

## Collection Call Charges “Inbound Leg” (All prices including GST)

|                                 |                                                                              |
|---------------------------------|------------------------------------------------------------------------------|
| <b>Call Collection Flat Fee</b> | <b>12¢</b> per minute billed in per minute increments for each incoming call |
|---------------------------------|------------------------------------------------------------------------------|

## Common Outbound Call Charges “Outbound Leg” (All prices including GST)

| Local/National                                                                                                                           | Australian Mobile | International                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The outbound call leg charges will be calculated using the rate card of the VPBX service that the 1300 number is associated with.</p> |                   | <p><a href="https://www.mynetfone.com.au/Business/Phone/Plans-1718/International-rates">https://www.mynetfone.com.au/Business/Phone/Plans-1718/International-rates</a></p> |

## Billing Information

|                                |                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Billing Date</b>            | 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...).                                                                                                                                                                                                                |
| <b>Service Activation Date</b> | The service Activation Date is the date that your service is ready to use.                                                                                                                                                                                                                                                                             |
| <b>First Bill Charges</b>      | <p>Your first bill will include:</p> <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>Payments</b>                | <p>For information on payment options, visit:</p> <p><a href="https://www.mynetfone.com.au/support/Billing-Payments">https://www.mynetfone.com.au/support/Billing-Payments</a></p>                                                                                                                                                                     |

## Other Information

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|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Access to call and data usage information</b>    | To access call and data usage log in to your customer account portal via this Link.<br><a href="https://www.mynetfone.com.au/Portal-Login">https://www.mynetfone.com.au/Portal-Login</a>                                                                                                                                                                                                                                                                                             |
| <b>Customer Service contact details</b>             | <p>Business Customer Service</p> <p><b>1300 733 995</b> or <b>+61 2 8008 8452</b></p> <p>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)<br/><a href="https://business.mynetfone.com.au/support">https://business.mynetfone.com.au/support</a></p>                                                                                                            |
| <b>How to access our dispute resolution process</b> | <p>Submit your concerns via:</p> <p><a href="https://www.mynetfone.com.au/Contact/Complaints">https://www.mynetfone.com.au/Contact/Complaints</a></p>                                                                                                                                                                                                                                                                                                                                |
| <b>TIO contact details</b>                          | <p>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>.</p> <p>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></p> |

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.