

# Critical Information Summary: Business DSL Economy

## Information about the Service

|                              |   |           |           |             |
|------------------------------|---|-----------|-----------|-------------|
| <b>Service Description</b>   | The Business Basic Service provides fast internet access over ADSL technology. It provides a static IP address from which you can access online services or even host your own web services.  |           |           |             |
| <b>Minimum term(s)</b>       | 36 Months   | 24 Months | 12 Months | No Contract |
| <b>Offer Includes</b>        | <ul style="list-style-type: none"> <li>1 Static IPV4 IP Address</li> <li>Options for Naked ADSL2+ (no PSTN line service) or standard ADSL2+ over your existing PSTN line services</li> <li>500GB download quota</li> <li>No upload quota limitations</li> <li>No metering of Peak / Off Peak</li> </ul>   |           |           |             |
| <b>Offer Excludes</b>        | MyNetFone Email address   |           |           |             |
| <b>Important Information</b> | <p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>Your ADSL service may be restricted if you fail to pay your bill on time</li> <li>To use the service you will need a suitable modem/router. These may be purchased from the MyNetFone Sales Team or our online shop.</li> </ul> <p><b>Acceptable Use Policy</b></p> <ul style="list-style-type: none"> <li>All MyNetFone ADSL 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>Service Availability</b></p> <ul style="list-style-type: none"> <li>MyNetFone's ADSL services are subject to availability and coverage. Register your interest on our <a href="#">website</a>.</li> </ul> <p><b>ADSL2+ Speeds</b></p> <p>ADSL2+ speeds will vary depending on factors including but not limited:</p> <ul style="list-style-type: none"> <li>the distance from the local exchange</li> <li>the quality of the copper cable infrastructure in your area,</li> <li>Internet traffic, and your hardware and software.</li> </ul> <p>ADSL2+ download speeds can be typically from 1.5Mbps to 24Mbps. MyNetFone cannot guarantee any specific speeds.</p> |           |           |             |

## Information about Pricing (All prices include GST)

|                               |  |                         |                          |                           |                             |             |
|-------------------------------|--|-------------------------|--------------------------|---------------------------|-----------------------------|-------------|
| <b>Setup Fees</b>             |  | 36 Months<br><b>\$0</b> | 24 Months<br><b>\$99</b> | 12 Months<br><b>\$199</b> | No Contract<br><b>\$299</b> |             |
| <b>Minimum monthly charge</b> | <b>Total Minimum Price</b>   |                         |                          |                           |                             |             |
|                               | Monthly Charge   | Download Quota          | 36 Months                | 24 Months                 | 12 Months                   | No Contract |
|                               | <b>\$59.95</b>   | 500 GB                  | \$ 2,158.20              | \$ 1,537.80               | \$ 918.40                   | \$ 358.95   |
| <b>Data Boost</b>             | <p>The cost of 1GB of data (included in plan) = \$0.12</p> <p>If you exceed your data quota, excess data usage charges apply. Excess data used is charged in blocks of 1 GB at <b>\$5.00</b> per 1 GB unless you purchase a data boost.</p> <p>Any unused data allowance expires at the end of your billing period.</p> <p><b>\$20.00</b> per 100 GB<br/>Expires 1 month from the date of purchase</p> |                         |                          |                           |                             |             |
| <b>Termination Charge</b>     | Early termination charges apply based on Months Remaining x Minimum Monthly Charge.  |                         |                          |                           |                             |             |
| <b>Relocation Charge</b>      | <b>\$149.00</b>  |                         |                          |                           |                             |             |

## 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>      | 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>Payments</b>                | For information on payment options, visit:<br><a href="https://www.mynetfone.com.au/support/Billing-Payments">https://www.mynetfone.com.au/support/Billing-Payments</a>   |

## Other Information

|   |  |
|---|--|
| <b>Installation</b>                                 | 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.<br>Activation times can be impacted by: <ul style="list-style-type: none"> <li>• Natural disasters or extreme weather conditions that cause mass outages</li> <li>• Incomplete, incorrect, or invalid address details</li> </ul>   |
| <b>Future Infrastructure Upgrades</b>               | MyNetFone commit to you that if the <b>nbn</b> <sup>™</sup> becomes available in your area, and you would like to migrate over to using our <b>nbn</b> services, we will help you do this with no contract break fees<br><br>In some cases you may be able to use the modem/router hardware that you have in place now. If it's not <b>nbn</b> service ready, a purchase order for a suitable modem/router can be made through our Business Sales Team                         |
| <b>Access your call and data usage information</b>  | You can access your call and data usage information by logging in to your customer account portal via this Link.<br><br><a href="https://www.mynetfone.com.au/Portal-Login">https://www.mynetfone.com.au/Portal-Login</a>  |
| <b>Customer Service contact details</b>             | Business Customer Service<br><b>1300 733 995</b> or <b>+61 2 8008 8452</b><br><br>Mon-Fri: 8:30am to 5:30pm AEST<br><br>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>  |
| <b>How to access our dispute resolution process</b> | Submit your concerns via<br><a href="https://www.mynetfone.com.au/Contact/Complaints">https://www.mynetfone.com.au/Contact/Complaints</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> .<br><br>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.