

Critical Information Summary: Business DSL Voice Access

Information about the Service

Service Description	The DSL Voice Access Service provides internet access over ADSL technology that is specifically tailored to meet the requirements of MyNetFone VoIP traffic. It provides a static IP address and fully integrated QoS system to maximise the available bandwidth for voice use while also providing a minimal capacity for general internet data use.			
Minimum term(s)	36 Months	24 Months	12 Months	No Contract
Offer Includes	<ul style="list-style-type: none"> 1 Static IPV4 IP Address Unlimited Voice Traffic with QoS Unlimited downloads at 256Kbps Provided on Naked ADSL2+ where possible (no PSTN line service) ADSL2+ over existing PSTN line service as fall back. No upload quota limitations No metering of Peak / Off Peak 			
Offer Excludes	MyNetFone Email address			
Important Information	<p>Offer Conditions</p> <ul style="list-style-type: none"> Your ADSL service may be restricted if you fail to pay your bill on time To use the service you will need a suitable modem/router. These may be purchased from the MyNetFone Sales Team or our online shop. <p>Acceptable Use Policy</p> <ul style="list-style-type: none"> All MyNetFone ADSL 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> <ul style="list-style-type: none"> MyNetFone's ADSL services are subject to availability and coverage. Register your interest on our website. <p>ADSL2+ Speeds</p> <p>ADSL2+ speeds will vary depending on factors including but not limited:</p> <ul style="list-style-type: none"> the distance from the local exchange the quality of the copper cable infrastructure in your area, Internet traffic, and your hardware and software. <p>MyNetFone cannot guarantee any specific speeds above the minimum of 1.5Mbps download. (Please keep in mind the Voice Access Service is specifically targeted for Voice carriage services – not general Internet access)</p>			

Information about Pricing (All prices include GST)

Setup Fees	36 Months \$0		24 Months \$99		12 Months \$199		No Contract \$299	
Minimum monthly charge			Total Minimum Price					
	Monthly Charge	Download Quota	36 Months	24 Months	12 Months	No Contract		
	\$39.95	N/A	\$ 1438.20	\$ 1057.80	\$ 678.40	\$ 338.95		
Termination Charge	Any unused data allowance at the end of every month is forfeited. (it will not accumulate)							
Relocation Charge	Early termination charges apply based on Months Remaining x Minimum Monthly Charge. \$149.00							

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	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, we will help you do this with no contract break fees In some cases you may be able to use the modem/router hardware that you have in place now. If it's not nbn service ready, a purchase order for a suitable modem/router can be made through our Business Sales Team
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 Business Customer Service 1300 733 995 or +61 2 8008 8452 Mon-Fri: 8:30am to 5:30pm AEST Outside Business hours please submit an online support request or call us for Emergency Support on the above number (fees apply) https://business.mynetfone.com.au/support
Customer Service contact details	Submit your concerns via https://www.mynetfone.com.au/Contact/Complaints
How to access our dispute resolution process	
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.