

## Critical Information Summary: VPBX 2 Standard Service

### Information about the Service

<b>Service Description</b>	The VPBX 2 Service provides cloud based PBX features and telephony services over the Internet. It allows 2 concurrent calls inbound or outbound to the public phone network via numbers hosted on the Virtual PBX platform.			
<b>Minimum term(s)</b>	36 months	24 months	12 months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• 2 concurrent calls</li> <li>• 250 included Local / National Calls</li> <li>• Access to Casual Conference plans</li> <li>• Access to Casual SMS services</li> <li>• Virtual PBX Web Portal Access</li> <li>• 5 included DID's (comprised of 5 single DID's from your nominated area)</li> <li>• Outbound portal based Call Reporting</li> <li>• Automatic IPND updates (public emergency service database)</li> <li>• CLID Over-stamping (Number presented on outbound calls)</li> </ul>			
<b>Offer Excludes</b>	<ul style="list-style-type: none"> <li>• CDR Call Reporting (chargeable option)</li> <li>• Inbound Call Reporting (chargeable option)</li> <li>• Priority Assistance Service</li> </ul>			
<b>Offer Conditions</b>	N/A			
<b>Important Limitations</b>	<p>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.</p> <p>This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers; 000.</p> <p>CLID Over-stamping is supported for registered and verified numbers only.</p>			
<b>Important Restrictions</b>	<p>The following cannot be called from this service:</p> <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> <p>Included DID's may not be exchanged/credited/substituted towards the cost of existing DID's ported onto the service.</p>			
<b>Important Qualifications</b>	<p>To use the service you will need a high speed (broadband) internet access connection, a modem/router and suitable SIP Capable IP Handsets or Softphone. IP Handsets and Softphones may be optionally sourced from MyNetFone Business Sales Team.</p> <p>Where the customer elects to provide their own handsets or softphones, a BYO (Bring Your Own device) License is required for each handset or softphone. Alternatively where the BYO devices is one of the models natively supported on our Virtual PBX Product the customer can elect to have it Re-Programed (for a fee) as an Integrated and supported product.</p>			
<b>Important Recommendations</b>	MyNetFone recommend that this service only be used on either a dedicated Internet connection that is capable of supporting the bandwidth required for 2 concurrent calls or that this service uses a MyNetFone provided Internet Connection (billed on the same account) through which we can provide Quality of Service.			

### Information about Pricing (All prices include GST)

<b>Setup Fees</b>	<b>\$0</b> (36 months)	<b>\$99</b> (24 months)	<b>\$199</b> (12 months)	<b>\$299</b> (No Contract)															
<b>Minimum monthly charge</b>	<table border="1"> <thead> <tr> <th></th><th colspan="4">Total Minimum Price</th></tr> <tr> <th>Monthly Charge</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><b>\$50</b></td><td>\$ 1,800</td><td>\$ 1,299</td><td>\$ 799</td><td>\$ 349</td></tr> </tbody> </table>					Total Minimum Price				Monthly Charge	36 month term	24 month term	12 month term	No Contract	<b>\$50</b>	\$ 1,800	\$ 1,299	\$ 799	\$ 349
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	Any unused calls expire at the end of your billing period.
<b>Termination Charge</b>	Early termination charges apply based on Months Remaining x Minimum Monthly Charge.

## Common Call Charges (All prices including GST)

<b>Local/National</b>	<b>10¢</b> per call
<b>Australian Mobile</b>	<b>25¢</b> per minute billed in per minute increments
<b>13/1300</b>	<b>25¢</b> per call untimed
<b>International</b>	The cost of making an international call starts from <b>1.9¢</b> per minute. Calls are charged per minute or part thereof. For all international call rates, see <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>
<b>MyText SMS</b>	<b>15¢</b> per message, per recipient
<b>Casual Meet Me Conference</b>	<b>16¢</b> per minute, per participant

## Billing Information

<b>Billing Date</b>	Your bill is charged on the same date each month and is the date your account was created (for example 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: <ol style="list-style-type: none"> <li>1. Partial monthly charge from when the service was activated until the next Billing Date</li> <li>2. Any additional charges for non-recurrent items used during that billing period</li> <li>3. The minimum monthly charge in advance for the next billing period</li> </ol>
<b>Payments</b>	For information on payment options, visit: <a href="https://www.mynetfone.com.au/support/Billing-Payments">https://www.mynetfone.com.au/support/Billing-Payments</a>

## Other Information

<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.  <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 can be contacted on 1300 733 995 for Sales & Enquiries 1300 887 899 or +61 2 8008 8452 for Support 8:30am to 5:30pm AEST Monday to Friday Outside Business hours please submit an online support request or call us for Emergency Support on the above numbers (fees apply)  <a href="https://www.mynetfone.com.au/Contact">https://www.mynetfone.com.au/Contact</a>
<b>How to access our dispute resolution process</b>	Either use the Residential Customer Service Contact Details above or submit your concerns via  <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 remedies suggested, 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.