

Critical Information Summary: VoiceLink

Information about the Service

Service Description	The VoiceLink service provides IP Telephony services to a SIP-capable PBX system or via a SIP capable Gateway device. It allows unlimited concurrent calls to numbers hosted on the MyNetFone Network. Primarily this service is for the use of inbound call collection, however there is also the ability to make outbound calls to Australian PSTN at the call rates listed below.			
Minimum term(s)	36 months	24 months	12 months	No Contract
Offer Includes	<ul style="list-style-type: none"> • Unlimited concurrent Inbound calls • Access to Casual Conference plans • Access to Casual SMS services • Portal based Call Reporting (for outbound calls) 			
Important Information	<p>Offer Conditions</p> <ul style="list-style-type: none"> • This service is intended for business use • This is a VoIP service. You will require high speed internet access, a modem/router, and a SIP capable PBX or gateway. • Your service may be restricted if you fail to pay your bill on time <p>Acceptable Use Policy</p> <ul style="list-style-type: none"> • All MyNetFone VoiceLink 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 features</p> <ul style="list-style-type: none"> • CLID Over-stamping (Number presented on outbound calls). You must register your preferred number first before this can be used. <p>Emergency calls:</p> <ul style="list-style-type: none"> • This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers; 000. • This service is not suitable for people with life threatening medical conditions that require priority assistance <p>Security controls:</p> <ul style="list-style-type: none"> • 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. • Call barring is available on request <p>Number porting:</p> <ul style="list-style-type: none"> • Included DIDs may not be exchanged/credited/substituted towards the cost of porting numbers to the service 			
Important Recommendations	<p>MyNetFone recommends that this service be used with:</p> <ul style="list-style-type: none"> • a dedicated Internet connection that is capable of supporting 2 concurrent calls; or a • a QoS enabled MyNetFone Internet service and modem <p>This service is not recommended for use on wireless internet connections.</p>			

Information about Pricing (All prices include GST)

Setup Fees	\$0 (36 months)	\$99 (24 months)	\$199 (12 months)	\$299 (No Contract)	
Minimum monthly charge	Total Minimum Price				
	Monthly Charge	36 month term	24 month term	12 month term	No Contract
	\$49	\$1,764	\$1,275	\$787	\$348
Termination Charge	<p>Minimum monthly charge does not include DID cost. Refer to https://www.mynetfone.com.au/Business/Enhanced-Services/Additional-DIDs for pricing.</p> <p>Early termination charges apply based on Months Remaining x Minimum Monthly Charge.</p>				

Common Call Charges (All prices including GST)

Local/National	Australian Mobile	13/1300	MyTextSMS	Casual Meet Me Conference	International
20¢ / call	45¢ / minute billed in per minute increments	25¢ per call untimed	15¢ / message, per recipient	16¢ / minute, per participant	The cost of making an international call starts from 1.9¢ per minute. Calls are charged per minute or part thereof. For all international call rates, see https://www.mynetfone.com.au/Business/Phone/Plans-1718/International-rates

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

Access your call and data usage information	To access call and data usage log in to your customer account portal via this Link. https://www.mynetfone.com.au/Portal-Login
Customer Service contact details	<p>Business Customer Service</p> <p>1300 733 995 or +61 2 8008 8452</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)</p> <p>https://www.mynetfone.com.au/Contact</p>
How to access our dispute resolution process	<p>Submit your concerns via:</p> <p>https://www.mynetfone.com.au/Contact/Complaints</p>
TIO contact details	<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 1800 062 058.</p> <p>For full contact details, visit: http://www.tio.com.au/about-us/contact-us</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.