

Critical Information Summary: Business NBN for Voice

Information about the Service

Service Description	This service is tailored to carry MyNetFone VoIP services over nbn TM network to maximise the available bandwidth for voice use while also providing a minimal capacity for general internet data use at the limited speed of 512kbps.			
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 MyNetFone Voice Traffic with QoS Unlimited downloads/uploads 			
Offer Excludes	<ul style="list-style-type: none"> MyNetFone Email address Battery backup. This means your voice and data services will be temporarily unavailable for the duration of the power outage. Central splitter for FTTB/N in standard installations. MyNetFone VoIP services, which need to be purchased separately 			
Important Information	<p>Offer Conditions</p> <ul style="list-style-type: none"> You must be the owner of the property (or have the owner's consent) before NBN is installed. Your service may be restricted if you fail to pay your bill on time. To use the service, you require nbn compatible router. These may be purchased from the MyNetFone Sales Team. Click here to find out details. This Business NBN for Voice service is only available to customers who are connected to MyNetFone Business Virtual PBX, SIP Trunking or VoiceLink services, which are charged separately. It cannot be purchased as a stand-alone service. <p>Acceptable Use Policy</p> <ul style="list-style-type: none"> All MyNetFone NBN 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 MyNetFone's nbn services are subject to availability and coverage. To find out if the Service is available to you, please register your interest on our website.</p>			

Information about Pricing (All prices include GST)

Setup Fees	36 Months \$0	24 Months \$99	12 Months \$199	No Contract \$299		
New Developments Charge	If you're in a new development and not already connected to the nbn , NBN Co may charge \$300 to connect your premises to nbn services. If applicable, the charge will be passed to you through MyNetFone.					
Minimum monthly charge	Total Minimum Price					
	Monthly Charge	Plans	36 Months	24 Months	12 Months	No Contract
	\$49.99	Basic (support up to 8 VPBX/SIP trunking lines)	\$ 1799.64	\$ 1298.76	\$ 798.88	\$ 348.99
\$59.99	Standard (support 8+ VPBX/SIP trunking lines)	\$ 2159.64	\$ 1538.76	\$ 918.88	\$ 358.99	
Termination Charge	Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)					
Relocation Charge	\$149.00					

If there is no MyNetFone **nbn**[™] services coverage at your new address, we will offer to provide you with an ADSL service. If you accept our ADSL offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.

Additional Charges Additional/other charges may apply, e.g. subsequent installation charge for extra NTD/NCD/Copper Pairs installation. Click [here](#) to know more about additional/other charges.

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:

- 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

- Standard **nbn** installations are completed without charge to you.
- If your installation is non-standard, **nbn** co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your MyNetFone bill.

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

Customer Service contact details **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>

How to access our dispute resolution process Submit your concerns via
<https://www.mynetfone.com.au/Contact/Complaints>

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.