

# Critical Information Summary: Ethernet Access

## Information about the Service

<b>Service Description</b>	The Ethernet Access Service provides broadband access with symmetric speed up to 1000 Mbps for download and upload.		
<b>Minimum term(s)</b>	36 Months	24 Months	12 Months
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• 1 Static IPV4 IP Address</li> <li>• Symmetric download and upload. Access speed is based on the specific speed plan you have chosen.</li> <li>• Unlimited download/upload data quota.</li> <li>• No metering of Peak / Off Peak</li> </ul>		
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>• Your Ethernet Access 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 Ethernet Access 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 Ethernet Access services are subject to availability and coverage in your area and depends on a number of factors including your distance from a relevant exchange. Register your interest on our <a href="#">website</a>.</li> </ul>		

## Information about Pricing (All prices include GST)

<b>Standard Installation Charges</b>	<p>Standard Installation charges (starting at \$2,750) apply for this product and are based on the contract duration, data speed, underlying technology, and the installation location. An estimate of the installation charge will be provided by MyNetFone business representative at the time you order the service and is subject to confirmation by the service provider.</p> <p>An upfront feasibility study charge of \$1,650 applies for all installation requests. If the service is available and you agree proceed with service activation this amount will be credited back to your account.</p> <p>Additional charges may apply if the installation requires additional cabling or other work to connect to the service provider's network or the work is conducted outside business hours. These charges are assessed on an individual basis.</p>								
<b>Minimum monthly charge</b>	<table border="1"> <thead> <tr> <th>Monthly Charges</th> <th>Download Quota</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Starts at \$335 (including GST) a month</td> <td>Unlimited</td> <td>           Price for ethernet access depends on:           <ul style="list-style-type: none"> <li>(a) The install location (your premises) &amp; site condition</li> <li>(b) data speed as per your plan</li> <li>(c) Underlying technology</li> <li>(d) contract terms</li> </ul>           Your offer document will detail total monthly pricing for your service.         </td> </tr> </tbody> </table>	Monthly Charges	Download Quota	Description	Starts at \$335 (including GST) a month	Unlimited	Price for ethernet access depends on: <ul style="list-style-type: none"> <li>(a) The install location (your premises) &amp; site condition</li> <li>(b) data speed as per your plan</li> <li>(c) Underlying technology</li> <li>(d) contract terms</li> </ul> Your offer document will detail total monthly pricing for your service.		
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<b>Early Termination Charge</b>	<p>Monthly Charges continue to apply to the service until the end of the Service's Fixed Term. After the expiry of the Service's Fixed Term, those same Monthly Charges continue to apply to the Service until it is cancelled, terminated, re-termed, upgraded or modified (as relevant).</p> <p><b>Termination before start date of a service</b> If the service is terminated before the service Activation Date, termination charges will apply and are calculated as a percentage between 60% to 95% of the standard installation charge.</p> <p><b>Termination after start date of a service</b> Early termination charges apply and are calculated using the following formula: (Months Remaining) x (Minimum Monthly Charge) + Undiscounted Standard Installation charges.</p>								
<b>Other Charges</b>	<p><b>Special Linkage Charges</b> are a once off charge that may apply at the time of installation if the service provider is required to extend its Network to a particular site where no infrastructure exists</p>								

(this includes extension up to the Service Delivery Point). We will notify you of any Special Linkage Charges before commencing the work to which the charge applies.

**Fee For Service Charges** apply to extra or additional work carried out in connection with a service which is not covered by any other charge. This may include (but not limited to) customer cabling work not covered in Special Linkage Charges, or work carried out outside business hours or if the service needs to be extended beyond the Network boundary. We will notify you of any Fee for Service Charges before commencing the work to which the charge applies.

**Commercial Works** charges may apply. This applies to civil work like lifting pavers, trenching etc. An estimate of the likely Commercial Works charges will be provided to you before carrying out the work to which the charge relates.

**Service Modification / Relocation Charge**

Charges apply for service modification or relocation and can depend on (but not limited to) the following factors:

- The cost of installation, linkage, and service in the new location
- Remaining period of your contract

Availability of the service in the new location.

## 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:

- Any applicable partial monthly charge, Standard Installation Charges and any other charges required by the service provider 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 might take 6-8 weeks from the time of a qualified order. Activation times can be impacted by:

- Natural disasters or extreme weather conditions that cause mass outages
- Incomplete, incorrect, or invalid address details
- The readiness for service installation to your premises

**Customer Service contact details**

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>

**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.