

# Critical Information Summary: AR169FGVW-L Enterprise Router

## Information about the Equipment

<b>Equipment Description</b>	AR169FGVW-L is an enterprise grade router that allows WAN speed with services (IMIX) up to 150 Mbps. This equipment is available for purchase by MyNetFone data (NBN, Ethernet, ADSL, VDSL) services customers.			
<b>Minimum term(s)</b>	36 Months	24 Months	12 Months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>The AR169FGVW-L enterprise router is configured to be used with separately purchased linked data services (NBN, Ethernet, ADSL, VDSL).</li> </ul>			
<b>Offer Excludes</b>	<ul style="list-style-type: none"> <li>Data services, such as Ethernet, NBN or ADSL, and business mobile plans are not included in this offer and can be purchased separately from MyNetFone.</li> <li>SIM cards and business mobile plan(s) are not included in this offer and can be purchased separately from MyNetFone.</li> </ul>			
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>All MyNetFone equipment are subject to the Business Terms and Conditions - <a href="https://business.mynetfone.com.au/legal/terms">https://business.mynetfone.com.au/legal/terms</a></li> <li>Your linked data service may be restricted if you fail to pay your equipment bill on time.</li> <li>To purchase this equipment, you need a suitable Ethernet, NBN or ADSL data connection purchased from MyNetFone by contacting the MyNetFone Sales Team or through or MNF's online shop.</li> </ul> <p><b>Acceptable Use Policy</b></p> <ul style="list-style-type: none"> <li>All MyNetFone equipment 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>			
<b>Important Restrictions</b>	AR169FGVW-L is a managed equipment. Setup and configuration are performed by MyNetFone. The customer cannot modify the configurations of the equipment without a signed authorisation from MyNetFone.			

## Information about Pricing (All prices include GST)

<b>Setup Fee</b>	No Setup Fee				
<b>Minimum monthly charge</b>	<b>Min Term</b>	36 month term	24 month term	12 month term	No Contract (outright purchase)
	<b>Monthly Charge</b>	\$56	\$77	\$140	\$1,680
	<b>Total Minimum Price</b>	\$2,016	\$1,848	\$1,680	\$1,680
<b>Termination Charge</b>	Early termination charges apply and are calculated using the following formula: <b>(Months remaining in contract) x (Monthly service charge)</b>				

## Billing Information

For **outright purchase**, you need to pay for the equipment in advance.

For **monthly payment** options, the billing information is as follows:

<b>Billing Date</b>	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).
<b>Service Activation Date</b>	The service Activation Date is the date that your service is ready to use.
<b>First Bill Charges</b>	<p>Your first bill will include:</p> <ul style="list-style-type: none"> <li>Any applicable partial monthly charge from when the service was activated until the next Billing Date</li> <li>The minimum monthly charge in advance for the next billing period</li> </ul>

## Payments

For information on payment options, visit:

<https://www.mynetfone.com.au/support/Billing-Payments>

## Other Information

### 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.