

# Critical Information Summary: VPBX 20

## Information about the Service

<b>Service Description</b>	The 20 Channel Virtual PBX Service provides cloud based PBX features and telephony services over the Internet. It allows 20 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>• 20 concurrent calls</li> <li>• 2000 included Local / National Calls</li> <li>• 40 included DID's (comprised of 4 sequential blocks of 10 DID's from your nominated area)</li> <li>• Access to Casual Conference plans</li> <li>• Access to Casual SMS services</li> </ul>			
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>• This service is intended for business use</li> <li>• This is a VoIP service. You will require high speed internet access, a modem/router, and a SIP capable handset</li> <li>• Your service may be restricted if you fail to pay your bill on time</li> </ul> <p><b>Service features</b></p> <ul style="list-style-type: none"> <li>• CLID Over-stamping (Number presented on outbound calls). You must register your preferred number first before this can be used.</li> </ul> <p><b>Emergency calls:</b></p> <ul style="list-style-type: none"> <li>• This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers; 000.</li> <li>• This service is not suitable for people with life threatening medical conditions that require priority assistance</li> </ul> <p><b>Security controls:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Call barring is available on request</li> </ul> <p><b>Number porting:</b></p> <ul style="list-style-type: none"> <li>• Included DID's may not be exchanged/credited/substituted towards the cost of porting numbers to the service</li> </ul>			
<b>Important Recommendations</b>	<p>MyNetFone recommends that this service be used with:</p> <ul style="list-style-type: none"> <li>• a dedicated Internet connection that is capable of supporting 20 concurrent calls; or a</li> <li>• a QoS enabled MyNetFone Internet service and modem</li> </ul> <p>This service is not recommended for use on wireless internet connections.</p>			

## 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>	<b>Total Minimum Price</b>			
	36 month term	24 month term	12 month term	No Contract
<b>Monthly Charge</b>	<b>\$350</b>	<b>\$ 12,600</b>	<b>\$ 8,499</b>	<b>\$ 4,399</b>
				<b>\$ 649</b>
<b>Termination Charge</b>	<p>Any unused calls expire at the end of your billing period.</p> <p><b>Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)</b></p>			

## Common Call Charges (All prices including GST)

Local/National	Australian Mobile	13/1300	MyTextSMS	Casual Meet Me Conference	International
10¢ / call	25¢ / 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 <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>

## Billing Information

<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>	Your first bill will include: <ul style="list-style-type: none"> <li>• Partial monthly charge from when the service was activated until the next Billing Date</li> <li>• Any additional charges for non-recurrent items used during that billing period</li> <li>• The minimum monthly charge in advance for the next billing period</li> </ul>
<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>	To access call and data usage log 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 <b>1300 733 995</b> or <b>+61 2 8008 8452</b> 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) <a href="https://www.mynetfone.com.au/Contact">https://www.mynetfone.com.au/Contact</a>
<b>How to access our dispute resolution process</b>	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 offered resolution, 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.