Critical Information Summary:
VPBX 30 Plus

Information about the Service

Service Description

The 30 Channel Virtual PBX Service provides cloud based PBX features and telephony services over the Internet. It allows 30 concurrent calls inbound or outbound to the public phone network via numbers hosted on the Virtual PBX platform.

Minimum term(s)

36 months	24 months	12 months	No Contract

Offer Includes

- 30 concurrent calls
- 2500 included calls to Local / National / Australian Mobile
- 50 included DIDs (comprised of 5 sequential blocks of DIDs from your nominated area)
- Access to Casual Conference plans
- 2500 included SMS

Important Information

Offer Conditions

- 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 handset
- Your service may be restricted if you fail to pay your bill on time

Service features

- CLID Over-stamping (Number presented on outbound calls). You must register your preferred number first before this can be used.

Emergency calls:

- 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

Security controls:

- 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

Number porting:

- Included DIDs may not be exchanged/credited/substituted towards the cost of porting numbers to the service

Important Recommendations

MyNetFone recommends that this service be used with:

- a dedicated Internet connection that is capable of supporting 30 concurrent calls; or a
- a QoS enabled MyNetFone Internet service and modem

This service is not recommended for use on wireless internet connections.

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
$740	$ 26,640	$ 17,859	$ 9,079	$ 1,039

Any unused calls expire at the end of your billing period.

Termination Charge

Months remaining in contract x Monthly service charge = *Early Termination Charge (ETC)*

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 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:

- 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

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://www.mynetfone.com.au/Contact

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.