

# Critical Information Summary: Business SMS Premium

## Information about the Service

<b>Service Description</b>	The Business SMS Premium Service provides cloud based SMS sending capabilities over the Internet. It allows outbound SMS delivery to Australian and International Mobile Services from either the MyNetFone Web Portal or via implementation of the SMS API.
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• 1000 included SMS messages</li> <li>• SMS API</li> <li>• Web Plugin source code provided</li> <li>• Web Portal SMS message sending</li> <li>• Bulk SMS sending via CSV file for automated delivery</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>• To use the service, you will need an active Internet connection, and a modem/router. These may be optionally sourced from MyNetFone Business Sales Team.</li> <li>• Your service may be restricted if you fail to pay your bill on time.</li> <li>• SMS delivery is subject to “best effort” support. MyNetFone cannot guarantee that all messages will reach their destination number, especially for international SMS.</li> </ul> <p><b>Acceptable Use Policy</b></p> <ul style="list-style-type: none"> <li>• All MyNetFone MyText SMS 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>Important Limitations</b></p> <ul style="list-style-type: none"> <li>• This service does not provide a return inbound path for SMS messages (replies). To receive responses to SMS’s sent with this service, the CLID Over stamp function should be used to present a valid return path (mobile number) of a device which can receive the response SMS message such as a mobile phone.</li> <li>• Sending SMS’s is not possible if there is an interruption to your internet connection.</li> <li>• Each SMS has a maximum of 160 characters.</li> </ul> <p><b>Service features</b></p> <ul style="list-style-type: none"> <li>• CLID Over-stamping (Number presented on outbound SMS). You must register your preferred number first before this can be used.</li> </ul>

## Information about Pricing (All prices include GST)

Setup Fees (including GST)	N/A
Minimum monthly charge (including GST)	<b>\$99.95</b>
Maximum monthly charge	N/A
Maximum early termination charge	N/A

## Common SMS Charges (All prices including GST)

<b>SMS</b>	<b>12¢</b> per message, per recipient. After the monthly included allowance of 1000 is used.
------------	--

## 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 to call and data usage information</b>	To access SMS 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.