

# Critical Information Summary: Aussie Hero

## Information about the Service

<b>Service Description</b>	Calls made using the service are connected using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN) that a regular landline uses. This is called Voice over IP or VoIP. It allows 2 concurrent calls inbound or outbound to the public phone network via numbers hosted on the MyNetFone Network, as well as access to send SMS.	
<b>Minimum Term(s)</b>	6 Months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• Up to 2 concurrent calls</li> <li>• Unlimited calls to local/national/mobile</li> <li>• 1 included DID</li> <li>• Free calls between MyNetFone users</li> <li>• Voicemail, Voicemail to Email, Follow Me (as described on the website)</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 residential use only.</li> <li>• This is a VoIP service. You will require high speed internet access, a modem/router, and a SIP capable handset</li> <li>• This is a prepaid service and you are required to ensure there is credit in your account to use this service. You will continue to be billed for the Service until you contact us to cancel the service.</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 they 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 dialing 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 100 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 DIDs may not be exchanged/credited/substituted towards the cost of porting numbers to the service</li> </ul>	
<b>Important Restrictions</b>	<p>The following cannot be called from this service:</p> <ul style="list-style-type: none"> <li>• Australian Premium Rate Numbers (i.e. 190x)</li> <li>• Some operator assisted numbers and special service numbers</li> <li>• High risk International destinations</li> </ul> <p>The number of concurrent calls that you can use with this service is limited both by the service and by the device that you purchase from MNF. For example, if you purchase a 1 line VoIP device to use with this service, we will provide you with 1 SIP registration.</p>	
<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 2 concurrent calls: or a</li> <li>• MyNetFone provided Internet Connection (billed on the same account) through which we can provide Quality of Service.</li> </ul>	

## Information about Pricing (All prices include GST)

Minimum Monthly Charge	Total Minimum Price		
	Monthly Charge	6 Month Term	No Contract
	\$20	\$120	\$20

Termination Charge  $Months\ remaining\ in\ contract \times Monthly\ service\ charge = Early\ Termination\ Charge\ (ETC)$

## Common Call Charges (All prices including GST)

Local/National	Australian Mobile	13/1300	MyText SMS	Casual Meet Me Conference	International
0¢ / call	0¢ / minute billed in per minute increments	25¢ / call untimed	15¢ / message, per recipient	16¢ / minute, per participant	The cost of making an international call starts from 1.9¢ / 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 (for example 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 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>	Residential Customer Service <b>1300 731 048</b> or <b>+61 2 8008 8000</b>  Mon-Fri: 8am to 10pm AEST <b>Sat-Sun: 9am and 5pm AEST</b> <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 remedies suggested, 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.