

CRITICAL INFORMATION SUMMARY

Bundled Fibre Voice Plans

myowntel.net.au | [133 002](tel:133002) | support.myowntel.net.au



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your Fibre Voice plan. It covers things like the length of your contract and how much you need to pay each month.

What's Included and Excluded?

Any applicable inclusions are specified in the table below. All timed calls are charged in addition to the Monthly Charge.

Minimum Access Requirements

In order to access the Service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms.

The quality of the Service is subject to network and Internet congestion. You will also need an IP enabled handset or softphone client, and may need extra hardware depending on your requirements e.g. router and switches.

Bundle Requirements

These plans are only available when bundled with a compatible MyOwn Tel Internet service.

Minimum Term

MyOwn Tel Fibre Voice plans are provided on a month to month basis, regardless of contract term selected for your Fibre Internet service.

INFORMATION ABOUT PRICING

Plan	Monthly Charge (& Minimum Cost over 1 Month)	Call Rates to Australian Numbers				Notes
		Local	National	Mobiles	13/1300	
Fibre Phone Casual	\$5.00/month	15¢ per call	15¢ per call	22¢ per min.	35¢ per call	Timed calls charged in 60 second increments. Cost of a 2 min. mobile call: 44¢ (0¢ for Talker).
Fibre Phone Everyday	\$10.00/month	Included	Included	22¢ per min.	35¢ per call	
Fibre Phone Talker	\$20.00/month	Included	Included	Included	35¢ per call	

Activation & Relocations

Activation & Relocation Charges: \$0.00

Basic Activation and Relocation costs for this Service are covered by the activation of your bundled internet service.

No additional basic setup charge applies for connecting these Voice Plans.

Early Termination

Month to month plans do not attract Early Termination Fees.

International & Premium Calls

Different rates apply to call International numbers. Please contact us for all international call rates.

Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee. These charges are also outside of our control as they are set by the content provider.

Pricing and Promotions

All prices listed herein include GST and do not factor any promotional discounts we offer from time to time.

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OTHER INFORMATION

Equipment

You will need an IP enabled home phone, or a networking device with a compatible voice port for an analogue or digital voice port.

A suitable device including the required configuration for this use is available for purchase from MyOwn Tel should you require this; alternatively, you can choose to supply and configure your own compatible device.

Service Limitations

MyOwn Tel Fibre Phone will not be available in the event of a power outage. Please ensure you have access to the emergency 000 number via an alternative mobile or fixed landline number in case power supply to this Service is disrupted.

Telephone Numbers

Telephone number porting is not available on MyOwn Tel Fibre Phone plans. We will connect one brand new number for the service plan you activate. Each plan and phone number is limited to one per household.

Connection Timeframes

MyOwn Tel Fibre Phone services will be connected shortly after connection of your Fibre Internet service, or within one to three business days should your Fibre Internet be active.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Bills will be emailed as part of our commitment to protecting the environment.

We're here to help




If you have any questions, call us on 133 002 so we can serve you better or visit us at www.myowntel.net.au for additional information, including access to information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.myowntel.net.au.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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