



MyOwn Tel Sanctuary Cove Fibre To The Home VoIP Critical Information Summary

CRITICAL INFORMATION SUMMARY

Information about the service

Here's a quick summary of all the important bits about your **MyOwn Tel Sanctuary Cove FTTH VoIP** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid **FTTH VoIP Service**. It gives you access to Sanctuary Cove's **FTTH** network and allows you to make and receive calls.

Bundling

This service and its rates are not part of a bundle promotion or incentive program. The rates are fixed and will not be adjusted at the addition or subtraction of other My Own Tel telecommunication services.

Mandatory Components of FTTH VoIP

FTTH VoIP at Sanctuary Cove requires your home phone points and cabling to be maintained and connected to the FTTH. Homes and Businesses wishing to use the FTTH VoIP must have their phone points and cabling patched before the VoIP service is connected. These charges and works are not covered by MyOwn Tel. However, this can be organised with an external computer technician for a maximum fee of \$176.00 This charge may not apply if you have had FTTH patched across to your home in the past. Please see **Connection Charges and Fees** for more information on connection charges. Please consult MyOwn Tel on **1300 859 152** for service qualification enquires and for information about Optic Networks in Sanctuary Cove.

Minimum Term

There is no contract or contracted minimum term with **MyOwn Tel's Sanctuary Cove FTTH** plans. Subsequently, there no early termination fees, however, customers will be charged for any usage they have accrued from time of activation to time of deactivation. This calculated by the number of days the service is active divided by the monthly retail plan charge.

What's Included and Excluded?

The following calls are included at no additional charge:

- Calls to local Sanctuary Cove locations that are connected on the Sanctuary Cove FTTH network.

The following calls are not included:

- National Calls to fixed services excluding special numbers 16c untimeed no flag fall.
- Calls to mobiles 22c per minute with an additional 20c flag fall.

- International Calls, pricing will depend on destination of international call. Contact MyOwn Tel on **1300 859 152** for pricing information.

Calls are charged in per second increments.

INFORMATION ABOUT PRICING

Minimum and Maximum monthly charges

Your minimum and maximum monthly charge will depend on the plan you choose.

Minimum monthly charge calculable: \$9.95

Current MyOwn Tel Pricing as at 13/05/2013

Service	Flagfall	Rate
Calls to SC FTTH Connected Homes and Commercial Premises	FREE	FREE
Calls to Fixed Wire Local & STD	FREE	\$0.16 UNTIMED
Calls to Mobile Phones	\$0.20	\$0.22 per minute

Line Rental	
First Line	\$9.95 per month
Second Line	FREE

Prices above include GST and are charged in 1 second increments.

Early Termination

There are no early termination fees; however, there is the standard charge for usage accrued during time use starting from activation to deactivation.

Calls to International Numbers

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see www.myowntel.com.au or contact MyOwn Tel customer service on **1300 859 152**.



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Please Note:

Email requests to enquiries@myowntel.com.au for login details will **NOT** be accepted as you will need to be identified by MyOwn Tel customer service.

MyOwn Tel Customer Service

P: 1300 859 152

F: 07 3103 8081

E: enquiries@myowntel.com.au

Optic Networks

P: 07 3115 9400

Sanctuary Cove Body Corporate (SCBC)

P: 07 5500 3333

Lodging a complaint with MyOwn Tel

To lodge a complaint with MyOwn Tel please contact 1300 859 152 or email your complaint to enquiries@myowntel.com.au

Telecommunications Industry Ombudsmen (TIO)

P: 1800 062 058

F: 1800 062 614

W: <http://www.tio.com.au/>

Availability

FTTH is available all throughout Sanctuary Cove where Sanctuary Cove Body Corporate has requested and permitted FTTH infrastructure installation. Please keep in mind that newly built houses, buildings, and offices will need to organise the appropriate FTTH equipment with Sanctuary Cove Body Corporate. MyOwn Tel does not install, maintain, or service any FTTH equipment including ONU's/ONT's, cabling, LM's, nor Head End Services. This is handled by **Sanctuary Cove Body Corporate (SCBC), Optic Networks**

For any enquiries relating to maintenance, installations and construction please contact MyOwn Tel Faults on **1300 859 152** and they will forward your enquiry to the appropriate party. Alternatively, please contact your Sanctuary Cove Body Corporate.

Connection Charges and Fees

A connection fee of **\$176.00** will apply if the residence has not been connected to the FTTH network before, if the residence is connected to a non FTTH network such as the Telstra Copper network (ADSL and Copper Fixed Lines), or the resident has caused damage to the FTTH equipment and resulting in a technician attendance to reconnect to the FTTH

network, and at time of installation which will be itemised as a charge in the installation invoice which is provided by Sanctuary Cove Body Corporate. The **\$176.00** connection fee only covers patching the FTTH to the home networking. It does not cover in-home cabling work, data and phone wall point assignment through a customer or builder installed Hub, and Customer Provided Equipment (CPE).

Connection Timeframes

Once we've accepted your application, we'll try to connect your business **FTTH** service on the date you ask for, but this might not always be possible.

If there has been a previous working business **FTTH** service at your premises and we can reconnect it without having to visit your premises, then we aim to connect the service within five working days of your request. This timeframe begins at return of application form from customer to MyOwn Tel.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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.

Silent Line

Please connect MyOwn Tel for further information about Silent Number Display.

We're here to help

If you have any questions, just call us on **1300 859 152** so we can serve you better. Or you can visit us at www.myowntel.com.au for additional information, including to access information about your usage of the service.