



CRITICAL INFORMATION SUMMARY

Information about the service:

Here's a quick summary of all the important information about your **MyOwnTel MyPBX Plan**

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

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+ or Sanctuary Cove Internet Connection.

You will also need an IP enabled PBX and may need extra hardware depending on your requirements e.g. phones, a router, switches.

We recommend that the service be accessed with hardware supplied or approved by us, using a broadband ADSL2+ or SHDSL service supplied by us to our specifications.

MINIMUM TERM:

There is no minimum term.

INFORMATION ABOUT PRICING:

Your minimum monthly charge is **\$9.90 inc GST** plus calls.

What's Included and Excluded?

The following calls are included in your plan for **no additional charge**:

- **Inter-Office calls (SIP Calls between SIP numbers on the same customer account and IP Telephony Network).**

These are the main charges for your calls:

- **Calls to Local numbers: 11¢ per call**
- **Calls to National Numbers: 11¢ per call**
- **Calls to mobile: 22¢ per min**
- **Calls to 1300 Numbers: 33¢ per call**

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. For all international call rates, contact MyOwn Tel 1300 859 152

Information about pricing.

The monthly charge depends on the number of trunks and Direct InDial range that you activate and it's calculated as follows.

- **\$9 per Trunk, minimum 2 Trunks ordered in blocks of 2.**
- **\$5 per DID Range, minimum 10 numbers.**

CONNECTION CHARGES

- **Activation without porting: \$55**
- **Activation with porting: \$110**

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported.

EARLY TERMINATION

No early termination fee applies (ETF).

Other Information

DIRECTORY LISTING

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

OTHER FEES:

- **Paper Statement Fees \$2.75 inc GST**
- **Credit Card Surcharges are applicable:**
 - Visa 1.8%**
 - Mastercard 1.8%**
 - American Exp 4.5%**
 - Diners 3.5%**
- **Aust Post Payment charge \$3.30 inc GST**
- **Late Payment Fees \$16.50 inc GST**
- **Credit Card Dishonour Fee \$11.00 inc GST**
- **Direct Debit Dishonour Fee \$16.50 inc GST**
- Accounts due on or before the 15th of the month.

CONNECTION SET UP CHARGE:

N/A

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.

WE'RE HERE TO HELP:

If you have any questions, just call us on **1300 859 152** Or you can visit us at www.myowntel.com.au

COMPLAINTS:

You can contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au>