



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **MyOwn Tel Landline 150 Residential** 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 landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service

MINIMUM TERM

No fixed term contract applies.

What's Included and Excluded?

Your monthly access fee provides access to the service, but excludes all calls.

Additional charges apply for all other call types.

Information about pricing.

Your minimum monthly charge is **\$34.95**

The following charges apply for your calls:

- **Calls to Local Numbers: 20¢ per call**
- **Calls to National numbers: 25¢ per minute**
- **Calls 13/1300 numbers: 36¢ per call**
- **Calls to Mobiles: 22¢ connection fee, plus 39¢ per min**

Calls are charged in per second increments.

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, call **1300 859 152**

CONNECTION CHARGES

A connection fee may apply to connect your home phone service if the service.

- **Existing telephone line without a technician visit \$77.00 approx**
- **Existing telephone line with a technician visit \$165.00 approx**
- **New telephone line connection \$330.00 approx with a technician visit and cabling work**

All prices Inc GST

EARLY TERMINATION

No early termination fee (ETF) applies.

Other Information

OTHER CHARGES

- **Paper Statement Fee \$2.75 inc GST**
- **Direct Debit Dishonour Fee \$16.50 inc GST**
- **Credit Card Dishonour Fee \$11.00 inc GST**
- **Late Payment Fee \$16.50 inc GST**
- **Australia Post Payment Charge \$3.30 inc GST**

Statements are issued at the beginning of each month and accounts are payable on or before the 15th of the month.

- **Credit Card Surcharges are applicable:**
- **Visa 1.8%**
- **MasterCard 1.8%**
- **American Express 4.5%**
- **Diners 3.5%**

Surcharges are not applicable if paying by:

- **Direct Debit from your bank account**
- **Bpay**

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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.net.au for additional information, including to access 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 <http://www.tio.com.au/>

 **1300 359 152**

 **admin@myowntel.net.au**

 **www.myowntel.net.au**