

# Fibre Phone Standard

## CRITICAL INFORMATION SUMMARY



### INFORMATION ABOUT THE SERVICE

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

#### Minimum Term

The minimum contract term is **12 months**.

#### What's Included and Excluded?

Your Fibre Home Phone service has no special inclusions or exclusions.

#### Limitations

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL2+ or Fibre. You will also need an IP enabled handset and may need extra hardware depending on your requirements e.g, router/ switches.

This plan is only available to residents located at 111 Quay Street, Brisbane QLD.

### INFORMATION ABOUT PRICING

**The minimum monthly charge is \$29.95.**

The total minimum amount that you'll pay over the period of your agreement is **\$408.40**. Call costs and Unlimited Call packs are charged on top of your minimum monthly charge.

- **Calls to Local & National Numbers: 25c per call**
- **Calls to Australian Mobiles: 25c Per Minute**

**Timed calls are charged in 30 second increments.**  
**The cost of a standard 2 minute timed call would be 50c.**

If you have purchased the \$25 Unlimited Mobile Call pack, you will not be charged for calls to Australian Mobile services.

Different rates apply to call international numbers. For all international call rates, please contact MyOwn Tel.  
All prices include GST.

#### Early Termination

If you cancel your service or it is disconnected within the minimum term, you will be charged an Early Termination Fee

(ETF). This will be calculated as your monthly access fee multiplied by the months remaining in your contract term and any hardware subsidy amounts received.

### OTHER INFORMATION

#### Connection Charges

The setup fee for this plan is \$49 per service.

#### Connection Timeframes

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, however, this might not always be possible.

Due to the complex nature of this service, we will aim to connect your home phone within five to fifteen working days.

#### 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.

#### 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.net.au](http://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](http://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](http://www.tio.com.au).