

MyOwn Tel SIP Phone: Casual

CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT THE SERVICE

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

Minimum Access Requirements

This plan is only available when bundled with a MyOwn Tel Internet service.

You will also 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.

Minimum Term

This plan is provided on a month to month basis.

What's Included and Excluded?

There are no special inclusions or exclusions with this plan.

Limitations

This Service will also 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.

INFORMATION ABOUT PRICING

All pricing in this document include GST and does not factor any promotional discounts.

The total minimum monthly charge is \$0.00. Call costs are charged on top of your minimum monthly charge:

- **Calls to Local Numbers: 15c per call**
- **National Numbers: 15c per call**
- **Calls to Aust. Mobiles: 22c per minute**
- **Calls to 13/1300 Numbers: 35c per call**

Timed calls are charged in 60 second increments.
The cost of a standard 2 minute mobile call would be 44c.

Different rates apply to call international numbers. For all international call rates, please contact MyOwn Tel.

Connection Charges

Setup costs for this Service are covered by the activation of your bundled internet service. No additional basic setup charge applies for connecting this Service.

If you want to transfer your existing telephone number from another network, a **\$99** porting fee will apply.

OTHER INFORMATION

Early Termination

As this plan is taken on a month to month contract, there are no Early Termination Fees.

Connection Timeframes

Once we've accepted your application, we'll try to connect your 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 service within two to five 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 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 www.tio.com.au.