Critical Information Summary

Home Broadband - Fixed-Line NBN

This summary may not reflect any discounts or promotions that may apply from time to time.

Plan Name	Home Basic II Plus	Home Standard	Home Fast I	Home Fast II
Minimum Monthly Charge	**$79**	**$95**	**$105**	
Speed Tier[1]	25/10 Mbps	50/20 Mbps	100/20 Mbps	500/50 Mbps
Typical busy-period speeds (7pm - 11pm)	23/8 Mbps	49/17 Mbps	94/17 Mbps	480/43 Mbps
Connection Types[2]	FTTN/B, FTTC, FTTP & HFC		FTTN/B & FTTC	FTTP & HFC
Data Allowance	Unlimited			
Wi-Fi Modem/Router	BYO or purchase a preconfigured TP-Link VX230v for $169 upfront, including delivery.			
Connection Charge[3]	$0			
Early Termination Fee	$0 (cancellation effective at the end of the current billing period)			
Minimum Term	1 Month			
Total Minimum Cost Over Minimum Term	$79 with BYO modem/router	$95 with BYO modem/router	$105 with BYO modem/router	

Information about this service

This residential-grade service is delivered using the National Broadband Network (NBN). These plans apply to the delivery technologies Fibre to the Premises (FTTP), Fibre to the Building (FTTB), Fibre to the Curb (FTTC), Fibre to the Node (FTTN) or Hybrid Fibre Coaxial (HFC). This service does not support Priority Assistance. If you require Priority Assistance, you should contact Telstra.

[2]Availability

Connection type and available speeds depend on your location. Check your premises at www.nbnco.com.au/learn/rollout-map

Ordering this service may disconnect any existing fixed-line phone or broadband services at the premises.

Static IP (Internet Protocol) Address

Unnecessary for most people, you can add a static IP address to your service for $5 per month. This ensures the identification number for your service doesn't change for comprehensive in-home tech setups.

Required Hardware

-NBN Equipment

FTTP, FTTC & HFC services require the installation of an NBN Connection Box (near a power point). If NBN has previously been installed at your premises, this NBN-supplied equipment must remain in place even if you move out. If you're moving in, your real estate agent or community manager should confirm that this equipment has been left for you to connect with.

-Wi-Fi Modem Router with Ethernet ports

If requested when placing your order, you can purchase a preconfigured modem/router. It will arrive ready to plug in and use with your service.

Alternatively, you can bring your own (BYO) compatible modem/router. BYO equipment may require configuration, and our ability to assist with third-party devices is limited.

[1]Speed & Performance

The type of delivery technology used for your service is at the discretion of NBN. Our techs will give you the fastest speed we can, but we cannot promise actual speeds because of numerous factors (networks sometimes get congested, like roads or poor cabling within your home can act like speed humps). Refer to our NBN Key Facts Sheet for further details.

Changing or Cancelling Your Plan

You may change to another available plan once per month. This service has a one-month minimum term and continues month-to-month thereafter.

Cancellation takes effect at the end of your current billing period. Monthly charges are not prorated, credited or refunded, and no early termination fee applies.

Exclusions

-Home Phone / VoIP

This service does not come bundled with a home phone service. However, you can keep your active landline number for inbound calls by adding it to a mobile plan with us. Explore our mobile phone plans or contact our sales team for more information.

-Email

myhomefone does not provide any email services. We recommend free services such as Gmail, Outlook and ProtonMail.

-Complex Provisioning & Setup Fee

A $99 fee may apply if your order requires additional provisioning, non-standard setup or extended assistance beyond our standard connection process. We will advise you and obtain your agreement before undertaking any chargeable work.

-NBN Fees

We will pass on applicable charges imposed by NBN Co, including:

[3]If a non-standard connection/installation is required.

New Development Charge: $300 for the inaugural connection of an NBN service within a new development, rebuild, subdivision, etc.

Subsequent Installation Fee: $297 (plus Labour and materials over Standard Install) for any subsequent installation at a premise after the initial installation.

If you are renting, your landlord should usually reimburse you for the above fees. Check with your State or Territory consumer protection agency.

Additional charges may apply for missed or cancelled appointments, after-hours installations, or fault investigations where no fault is found on the NBN network side, or where the cause is improper use of NBN equipment.

Fibre Connect: A $200 cancellation fee applies if you upgrade under the Fibre Connect program and cancel or move to a lower-speed plan within 12 months.

Billing & Fees

Your plan will automatically start billing upon line activation by NBN. Accounts are billed monthly in advance, so your first invoice will include a pro-rata amount for the balance of the current billing period. In addition to the monthly charge, you may pay the following charges:

Delivery Fee - $24 for replacement or other equipment unless delivery is included in the advertised price.

Paper Bill Fee - $3.30 for each paper bill posted. Alternatively, if you don't use eMail, you can specify a friend or family member's eMail instead.

Late Payment Fee - $10 for each bill not paid by the due date.

Customer Service Guarantee (GSC)

Voice telephony services are not included in this plan; therefore, the Customer Service Guarantee Standard regulations are not applicable.

Obtaining Usage Information

To access information about your expenditure and data usage, please log in to your account at myaccount.myhomefone.com.au

Customer Service

You can contact us by emailing
support@myhomefone.com.au
or by phoning 1300 031 107

Fair Use

This service is subject to our Fair Use Policy, which sets out rules for the reasonable and lawful use of our service. If you choose not to follow the policy's directions, for example, by using your plan excessively or fraudulently, we can take the actions mentioned in the policy.

Dispute Resolution & Complaints

If you are unhappy with us or your service, please contact our Customer Service Team first. We would love to help where we can. If you wish to make a formal complaint, please refer to our Complaint Handling Policy, available on our website, to contact our specialist complaint resolution team.

If you are still unhappy, you can call 1800 062 058 to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman.

This is a summary only. To view all policies, terms and conditions, go to:
www.myhomefone.com.au/terms-and-conditions