

Phone Plans

Monthly Plans (Incl GST)	Basic Plan \$29.95	Unlimited Plan \$39.95	Unlimited + International Calling Plan \$49.95
Line & Handset Rental & Existing Phone No	Included	Included	Included
Calls to Aust Local, National, Mobile, 13/1300 & 1800 #	\$0.10 Per Call	Included	Included
Int'l Calls to 22 Countries** incl Mobiles	Not Included	Not Included	300 mins**
Connection Fee	\$49.95 (one-off fee)	\$49.95 (one-off fee)	\$49.95 (one-off fee)

This summary provides you with important information about these plans

Information about the service

myhomefone Basic, Unlimited and International Calling plans are carried over the 3G mobile network.

Minimum Term

All myhomefone plans have a minimum 90-day period.

Your Plan Credit Inclusions

Credit inclusions are shown in the table above.

Your Plan Credit Exclusions

Calls in excess of your plan credit, calls to 13 and 1300 numbers and all other services not specified as being included in the monthly credit. Calls to satellite numbers are charged differently to standard calls. Charges for these calls can be found on our website, under Terms and Conditions.

All other services not specified as being included in the monthly credit.

Changing your plan

You can upgrade to a plan with more call credit at any time at no charge. You may also change your plan to a lower monthly fee at any time with no charge. Any unused credit expires each month.

Information about pricing

Your minimum monthly charge is the plan fee in the table above. If you use more than the monthly call credit or use services not included in the credit, you'll have to pay more than the plan fee.

Key Rates

Call charges included in the plan fee will be credited each month.

National calls	\$0.10¢ per call
Local calls	\$0.10¢ per call
Call to Australian Mobiles	\$0.10¢ per call
Calls to 13 numbers	\$0.10¢ per call
International calls	\$0.45¢ call connection. Charged per minute. See our website for rates
Directory assistance 1223 & 1225	Charge as advertised by provider
Premium 19 numbers (competitions, TV voting etc)	Charge as advertised by provider

Other information

Fair Use

The service is subject to our Fair Use Policy, in addition to the service;

- Cannot be resold to other people.
- You cannot connect any device to the equipment that may cause damage or harm to the equipment or the 3G network it is connected to.
- Cannot be used in conjunction with handsets, auto-dialer devices or software or any other equipment that have not been approved by Daktel Australia for use on the network.
- Cannot be used for any purpose of bulk services including SMS or call re-routing.

Call Connection and Network availability

You acknowledge that the service is provided over the mobile 3G network which may not be available at all times. You also acknowledge that the coverage may be modified and changed by the Network Provider at their sole discretion.

Activation & Connection Fees

There is a one off setup and connection fee of \$49.95, which is charged at the time of ordering the service.

Connection timeframes

Once we've accepted your application, we'll send the myhomefone handset within 7 days. The handset will arrive already connected with the ability to make phone calls. If your existing home telephone number is being ported, then this may take up to 7 days from confirmation that the myhomefone handset has been sent. Please do not cancel your account with your existing provider as this may cancel the phone service and you may lose your number.

Billing

There is a \$2.20 charge to print and post a paper bill. Your service will be billed on the first day of each month. Your monthly charges will be billed in advance. Your first invoice will include a pro rata amount for the days that your service has been active with Daktel Australia Pty Ltd. Your setup fee and any additional handsets will also appear on your first invoice. A late payment fee of \$15 will apply if you don't pay your bill by the due date.

Obtaining Call Use Information

To access information about your call expenditure, please log into your account at myhomefone.com.au

Customer Information

You consent to us supplying information about you to our Network Provider and their use of that information to perform their obligations under relevant agreements.

You agree to provide all relevant information to Daktel or its Network Provider to confirm you are complying with the Fair Use terms.

For further information on Privacy, refer to the Daktel Privacy Policy on the website.

Customer Service

For customer service please call us on 1300 031 107.

Dispute Resolution

If you have a problem or complaint about your service, please call us on 1300 031 107. If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit tio.com.au/about-us/contact-us. This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit myhomefone.com.au

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