

Critical Information Summary

4G Home Phone with optional Wi-Fi Internet



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

Plan Name	Home Phone Only Pensioner ¹	Home Phone with optional Wi-Fi	Home Phone with IDD300 & 10GB Wi-Fi
Minimum Monthly Charge	\$30	\$35	\$40
Included Hardware	4G Base Unit & Handset Rental		
Line Rental	Included		
Calls to standard Australian numbers			
Local & National	Unlimited		
Mobiles	Unlimited		
13 & 18 numbers	Unlimited		
Calls to international numbers ²	Pay as you go. Services with Wi-Fi Hotspot on the Telstra network receive the International Calling Pack 15 Unlimited as a free bonus.		300 minutes to 30 international destinations
	For details, visit myhomefone.com.au/rates		
Voicemail	Included		
Wi-Fi Hotspot Data Allowance	Not Available	18GB (+ \$10 per month)	10GB
		30GB (+ \$20 per month)	
		100GB (+ \$40 per month)	
Access Network	Choose from Telstra or Optus		Telstra
Home Phone Number			
Transfer Existing	\$0		
Establish New	\$24.95		
Once Off Connection Charge	\$99		
Total Minimum Cost Over Minimum Term	\$459	\$519	\$579
Minimum Term	12 Months		

Information about this service

This residential-grade fixed wireless service works without the hassle of an NBN installation by utilising the Telstra or Optus 4G network. You can transfer an existing active landline number to us or obtain a new one. Internet access is available via a built-in Wi-Fi Hotspot in addition to Safety Alert features.

Safety Alert Features

The *myhomefone* equipment supports self-monitoring via SOS urgent contact buttons you can program to dial/SMS up to 6 numbers automatically. Optional accessories are available to purchase for added safety – wrist pendant, emergency pull cord, fall, smoke and motion detectors etc.

If you require advanced features such as 24/7 Professional Monitoring, please refer to our *mycarefone* solution.

Exclusions

Your plan does not include international calls (unless Wi-Fi Hotspot is enabled as per below), calls to premium numbers, and all other services not specified as being included. Outbound Caller ID is not supported for landline numbers.

Equipment & Installation

You will receive a simple self-installation kit with plug-and-play instructions. The rental of supplied equipment is included in the Minimum Monthly Charge. Upon service cancellation, equipment must be returned to us in the same clean condition and good working order as when you received it, with ordinary fair wear and tear excluded.

Additional Handsets

Supplementary cordless handsets with a charging base are available for an additional \$40 once-off fee. Alternatively, you can add your own GAP (Generic

Access Profile) compatible handset(s) to our supplied base unit.

Network Availability & Congestion

This service is delivered using your initial choice of the Telstra or Optus 4G mobile network, which may not always be available and is subject to change by the Network Operator. You should check the coverage for your area before purchasing this service. Please contact us if you require assistance with this.

Internet speed across mobile networks is variable and may be subject to de-prioritisation by the Network Operator during periods of congestion.

¹Eligibility for Pensioner Home Phone Only Plan

You must be a holder of an eligible Health Care card issued by the Department of Human Services (Centrelink) or an eligible Pension Concession card issued by the Department of Human Services (Centrelink) or the Department of Veterans Affairs.

²International Calling

International dialling is disabled by default to prevent bill shock. Please contact us to enable outbound international dialling. Services on the Telstra network with Wi-Fi Hotspot enabled receive bonus unlimited included calls to 15 destinations. For the complete list of international calling options, destinations, and rates, refer to our Pay-As-You-Go (PAYG) Rates document at www.myhomefone.com.au/rates

Billing & Fees

Your plan will automatically start billing upon dispatch of the self-installation kit to you. 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:

Call Charges - calls to numbers not included in your plan.

Delivery Fee - \$19 for standard shipping and handling for any new/replacement equipment.

Paper Bill Fee - \$2.20 for each paper bill posted. Alternatively, if you don't use eMail, you can specify a friend or family member's eMail instead with us.

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

SIM Card Replacement Fee - \$10

Unreturned Equipment Fee - \$199 for damaged

equipment or not returned within 21 days of cancellation.

Wi-Fi Hotspot Data Usage

All unused data expires at the end of each billing period. If you exceed the included data allowance, data access may be suspended for the rest of the billing period unless you wish to upgrade your plan. We will send you email notifications when you've reached 50%, 85% and 100% of your plan inclusions.

Directory Listing

As standard, we do not publish your details in the White Pages® unless specifically requested.

Cancelling Your Plan

Early Termination Fee (ETF) and Clawback Charges may apply when you cancel your service within the minimum term.

Obtaining Usage Information

To access information about your expenditure and data usage, please log into 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, 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