

Critical Information Summary

Home Broadband - Fixed-Line NBN



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

Plan Name	Basic 25	Standard 50	Fast 100
Minimum Monthly Charge	\$69	\$89	\$109
Data Allowance	Unlimited		
Speed Tier ¹	Standard Evening Speed	Standard Plus Evening Speed	Premium Evening Speed
Wi-Fi Modem	Included (BYO option is also available)		
Connection Charge (Setup Fee)	\$99		
Total Minimum Cost Over Minimum Term	\$927	\$1167	\$1407
Minimum Term	12 Months		

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).

Availability

You can check if your premises are ready to connect to the NBN and the delivery technology at www.nbnco.com.au/learn/rollout-map

Ordering this service may disconnect any pre-existing active fixed-line phone and/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

You will receive a simple (preconfigured) self-installation kit with enclosed plug-and-play instructions. Device repayments are included in the plan's cost.

Alternatively, you can bring your own (BYO) NBN-compatible modem router and receive a \$50 discount on your initial connection charge. Note that we only recommend BYO modems if you or someone helping you are tech-savvy. BYO modems require configuration, and our technical support team has limited knowledge of third-party devices.

¹Speed & 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 can change to another plan within the range set out in this document once a month whilst this range remains available to new customers.

Early Termination Fees (ETF) and Clawback Charges may apply when you cancel or relocate your service within the minimum term. The ETF is calculated by multiplying the Minimum Monthly Charge by the remaining period of the Minimum Term in months. Clawback charges may also apply if you have received promotional discounts or goodwill credits. Discuss your situation with us first, and we will do what we can to reduce these charges.

If you're cancelling a service with an associated Device Payment Plan, you must pay the balance of any remaining repayments on your next bill.

Exclusions

-Home Phone

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. Check out our mobile phone plans or contact our sales team for further details.

-Email

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

-NBN Fees

NBN Co may impose the following charges, if applicable, we will rebill these to you:

New Development Charge: \$300 for the inaugural connection of an NBN service within a new development, rebuild, sub-division, 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.

Incorrect Call Out Fee: \$165 may be charged when an NBN technician is requested for repair and finds no fault on the NBN network side or where the cause is improper use of NBN equipment.

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 - \$19 for 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.

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 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, 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