

Critical Information Summary

Mobile Landline Number



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

Virtual Landline Service	
Minimum Monthly Charge	\$24.95
Inbound Calls	Unlimited to any standard Australian mobile number
Outbound Calls	Not Supported
Landline Number	
Transfer Existing	\$0
Establish New	\$24.95
Once Off Connection Charge	\$24.95
Total Minimum Cost Over Minimum Term	\$99.80
Minimum Term	3 Months

Information about this service

This is a standalone virtual landline phone service that allows subscribers to receive calls directly to their existing standard mobile phone service with any provider. This service cannot be used for making outbound calls.

Bundling with mobile phone plan

This service is also available bundled with select mobile phone plans from MyHomeFone at discounted prices. Refer to the Mobile Phone Critical Information Summaries for availability and further information.

Destination mobile number

When you order this service, you must provide a destination mobile phone number for all calls to your landline number to be directed to.

You can change the destination number once per month, free of charge by contacting modifications@myhomefone.com.au. Additional changes are charged at \$5 each.

Geographic Landline Number

You can transfer (port) your existing landline number for this service or request a new one.

For new numbers, when you order this service, you must provide a street address; this will determine the number's Call Collection Area (exchange). New numbers are randomly assigned, and a specific Call Collection Area cannot be guaranteed.

Directory Listing

As standard, we do not publish your details in the White Pages® unless specifically requested.

Billing & Fees

Your plan will automatically start billing upon activation. 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:

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.

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

Cancelling Your Plan

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

Fair Use

This service is subject to our Fair Use Policy which sets out rules such as the reasonable and lawful use of our service. If you choose not to follow the directions in the policy, 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 get in touch with 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 not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman by phoning 1800 062 058.

This is a summary only. To view all policies, terms and conditions, go to:

www.myhomefone.com.au/terms-and-conditions