

# Critical Information Summary

Home Broadband NBN & SIM Only Mobile Bundles



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

Plan Name	Budget <sup>1</sup>	Standard
<b>Minimum Monthly Charge</b>	<b>\$84</b>	<b>\$89</b>
<b>Home Broadband NBN</b>		
<b>Data Allowance</b>	Unlimited	
<b>Speed Tier<sup>2</sup></b>	Basic Evening Speed 12	Standard Evening Speed 25
<b>Wi-Fi Modem</b>	Included	
<b>SIM Only Mobile</b>		
<b>Mobile Network</b>	Choose from Telstra or Optus	
<b>Calls, SMS &amp; MMS to standard Australian numbers</b>	Unlimited	
<b>Calls, SMS &amp; MMS to international numbers<sup>3</sup></b>	Pay as you go. Services with 18GB or more on the Telstra network receive the International Calling Pack 15 Unlimited as a free bonus. For details, visit <a href="http://myhomefone.com.au/rates">myhomefone.com.au/rates</a>	
<b>Data Allowance</b>	5GB – Included	
	10GB – Additional \$5 per month (available on the Telstra network only)	
	18GB – Additional \$10 per month	
	30GB – Additional \$15 per month	
<b>Optional Landline Inbound Number<sup>4</sup></b>	\$5 per month	
<b>Connection Charge (Setup Fee)</b>	\$99	
<b>Total Minimum Cost Over Minimum Term</b>	<b>\$1107</b>	<b>\$1167</b>
<b>Minimum Term</b>	12 Months	

## Information about this service

This is a bundled residential-grade home broadband on NBN (National Broadband Network) and a SIM-only mobile phone. You cannot cancel an individual service. These plans apply to the NBN delivery technologies FTTP, FTTB, FTTC, FTTN or HFC.

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

### <sup>1</sup>Budget Bundle Plan

Only recommended for light usage, such as single-person households with minimal simultaneous device connectivity.

### 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 NBN 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.

### <sup>2</sup>NBN 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 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.

### **-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.

### **Mobile Device (Handset)**

You'll need to bring an unlocked mobile handset that is compatible with your network choice. Telstra 4G uses a combination of LTE 700 / 1800 / 2600 MHz frequencies, whereas Optus 4G uses LTE 700 / 1800 / 2100 / 2300 / 2600 MHz. Your handset's supported bands can be found in its user manual or the manufacturer's website.

### **<sup>3</sup>International Calling**

International dialling is disabled by default to prevent bill shock. Please get in touch with us to enable outbound international dialling. 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](http://www.myhomefone.com.au/rates)

### **International Roaming**

International roaming is disabled by default to prevent bill shock. Some services do not support roaming; if you require this service, please contact us to discuss available options before you depart from Australia. For details, refer to our Pay-As-You-Go (PAYG) Rates document at [www.myhomefone.com.au/rates](http://www.myhomefone.com.au/rates)

### **Mobile 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.

### **<sup>4</sup>Optional Landline Inbound Number**

If you no longer require a fixed-line Home Phone, you can keep your current active landline phone number by adding it to your mobile phone plan. Incoming calls to your landline number will be automatically directed to your mobile phone. Your original landline service should automatically cancel (check with your provider) once your landline

number is transferred to us. This service only supports inbound calls. When you make an outbound call, the person you call will see your mobile number.

### **Billing & Fees**

Your plan will automatically start billing upon line activation by NBN and upon dispatch of your SIM card. Because service delivery timeframes can differ for each service, your bill may show partial charges for the period until both bundled services are ready.

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.

### **Obtaining Usage Information**

To access information about your expenditure and data usage, please log into your account at [myaccount.myhomefone.com.au](http://myaccount.myhomefone.com.au)

### **Customer Service**

You can contact us by emailing [support@myhomefone.com.au](mailto: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](http://www.myhomefone.com.au/terms-and-conditions)