

Critical Information Summary

4G Home Phone with optional Wi-Fi Internet



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

Plan Name	Pensioner ¹	Standard	International Pack
Minimum Monthly Charge	\$35	\$40	\$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 numbers²	Pay as you go. Services with Wi-Fi Hotspot 29GB or above on the Telstra network receive the International Calling Pack 15 Unlimited as a free bonus. For details, visit myhomefone.com.au/rates		
International Calling Pack Minutes (IDD120 / IDD300)²	Not Available		Your choice of 120 or 300
Wi-Fi Hotspot Data Allowance	Not Available		10GB
			15GB (+ \$10 per month)
			29GB (+ \$20 per month)
			60GB (+ \$30 per month)
			100GB (+ \$40 per month)
Voicemail	Included		
Access Network	Choose from Telstra or Optus		Telstra
Home Phone Number			
Transfer Existing	\$0		
Establish New	\$24.95		
Once Off Connection Charge	\$149		
Total Minimum Cost Over Minimum Term	\$569	\$629	\$629
Minimum Term	12 Months		

Information about this service

This is a residential-grade fixed-mobile home phone service delivered over the Optus or Telstra 4G mobile networks. It works without the hassle of an NBN (fixed-line) connection. You can keep your existing landline number or request a new one. Each plan includes a plug-and-play base unit and handset rental. Selected plans also include a Wi-Fi Hotspot for internet access.

Personal Alarm Features (Self-Monitoring)

The **myhomefone** equipment includes SOS buttons that can be programmed to call/SMS up to 6 contacts automatically. Optional accessories (such as pendants, pull cords, fall/smoke/motion detectors) are available. For 24/7 professionally monitored services, please see our **mycarefone** solution.

Exclusions

Your plan does not include calls to premium services or any services not specifically listed as included. Outbound Caller ID is not supported for landline numbers.

Equipment & Installation

A self-installation kit with instructions is supplied. Equipment rental is included in your monthly charge. Equipment must be returned in good working order if you cancel the service (normal wear and tear excluded). Unreturned or damaged equipment may incur fees.

Additional Handsets

You may request additional cordless handsets for a once-off \$40 fee each or use your own GAP-compatible handsets with the supplied base unit.

Network Availability & Congestion

This service relies on mobile network coverage, which may vary by location and is subject to network congestion or changes by the carrier. Please check coverage before purchase.

¹Eligibility for Pensioner Plan

You must be a holder of a Health Care or Pensioner Concession Card issued by Services Australia (Centrelink) or the Department of Veterans' Affairs.

²International Calling

Disabled by default to prevent bill shock. Can be enabled on request. Wi-Fi Hotspot plans of 29GB or above on Telstra include unlimited calls to 15 destinations.

For the complete list of international calling options, packs, destinations, and rates, refer to our Pay-As-You-Go (PAYG) Rates document at www.myhomefone.com.au/rates

Billing & Fees

Plans are billed monthly in advance from the date your kit is dispatched. Your first bill includes a pro-rata amount for 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 - \$24 for standard shipping and handling for any new/replacement equipment.

Paper Bill Fee - \$3.30 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.

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

Unused data expires each month. Usage notifications are sent at 50%, 85% and 100% of inclusions. Exceeding your allowance may result in suspension of the data service for the remainder of the billing period.

Directory Listing

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

Cancelling Your Plan

An Early Termination Fee (ETF) and Clawback Charges may apply if you cancel your service within the minimum term. The ETF is \$200, prorated across the length of the minimum term (e.g. a \$100 ETF would apply 6 months into the minimum term).

Obtaining Usage Information

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