

Critical Information Summary

4G Home Phone + Optional Wi-Fi Hotspot (Optus)



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

Plan Name	Starter	Concession*
Minimum Monthly Charge	\$30	\$40
Included Hardware	4G Base Unit & Handset Rental	
Line Rental & Voicemail	Included	
Calls to standard Australian numbers		
Local, National & 13/1300	100 minutes included; then 10c per minute.	Unlimited
Mobiles		Unlimited
Calls to international numbers	Not Available	Pay as you go. For details, visit myhomefone.com.au/rates
Wi-Fi Hotspot Included Data	Not Available	10GB included
		25GB total (+\$10/mth)
		60GB total (+\$20/mth)
24x7 Personal Alarm Monitoring	Not Available	Optional +\$10/mth
Access Network	Optus	
Home Phone Number		
Transfer Existing	\$0	
Establish New	\$24.95	
Once-off Connection Charge	\$149	
Total Minimum Cost Over Minimum Term	\$509	\$629
Minimum Term	12 Months	

Other Home Phone plan sets

This Critical Information Summary covers Home Phone plans delivered over the **Optus** network only. We also offer Home Phone plans on the **Telstra** network which have different pricing and inclusions and are set out in their own Critical Information Summary.

Information about this service

This is a residential home phone service using the Optus 4G network, with optional Wi-Fi Hotspot internet access. No NBN (fixed-line) connection is required. Keep your existing landline number or request a new one. Base unit and handset rental are included.

Personal Alarm Features

The equipment includes SOS buttons that can be programmed to automatically call/SMS up to 6 nominated contacts for self-monitoring.

Alternatively, add **24x7 Personal Alarm Monitoring** to connect SOS activations to our dual Grade A1 Monitoring Centres for immediate assistance. Optional accessories, including pendants, pull cords and compatible detectors, are available.

For professional monitoring service details and conditions, please refer to the separate **MyCareFone 24x7 Personal Home Alarm Monitoring Critical Information Summary**.

Wi-Fi Hotspot Data Usage

Wi-Fi data is not available on the Starter plan.

Data usage is calculated based on the combined total of data uploaded and downloaded. Unused included data does not roll over and expires at the end of each monthly billing period.

Your data service will **not automatically stop** when your included data allowance has been used. Any additional data usage will be charged at **1 cent per MB**.

To help manage excess usage and avoid unexpected charges, you can contact us at any time to request that data access be disabled or re-enabled.

Usage Information

Email alerts are sent at 50%, 85% and 100% of your monthly data allowance. View recorded usage and charges at **myaccount.myhomefone.com.au**. Usage information may not always be real-time.

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. Rental equipment must be returned in good working order on cancellation, allowing for normal wear and tear. Additional cordless handsets cost \$60 each as a one-off, or you can use your own GAP-compatible handsets with the supplied base.

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.

*Eligibility for Concession Plan

This plan is available to customers who hold a current Pensioner Concession Card, Health Care Card, Seniors Card, or eligible Department of Veterans' Affairs concession card.

International Calling

Disabled by default to prevent bill shock. Can be enabled on request.

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

Cancelling Your Plan

An Early Termination Fee (ETF) and Clawback Charges may apply if you cancel within the minimum term. The ETF is \$200, prorated across the minimum term (for example, \$100 at 6 months).

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.

Excess Data: 1 cent per MB for data usage above your plan's included monthly data allowance. Data access does not automatically stop when the included allowance is reached.

Delivery Fee: \$24 for any new or replacement equipment.

Paper Bill Fee: \$3.30 for each paper bill posted.

Late Payment Fee: \$10 per overdue bill.

SIM Card Replacement Fee: \$10.

Unreturned Equipment Fee: \$199 for equipment that is damaged or not returned within 21 days of cancellation.

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