

Critical Information Summary

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



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

Plan Name	Standard	International 120	International 300
Minimum Monthly Charge	\$45	\$50	\$55
Included Hardware	4G Base Unit & Handset Rental		
Line Rental & Voicemail	Included		
Calls to standard Australian numbers			
Local, National & 13/1300	Unlimited		
Mobiles	Unlimited		
Included International Calling Pack	Calling Pack 15 Unlimited	Calling Pack 120	Calling Pack 300
Calls Outside Included International Calling Pack	Pay as you go. For details, visit myhomefone.com.au/rates		
Wi-Fi Hotspot Included Data	15GB included		
	45GB total (+\$5/mth)		
	65GB total (+\$10/mth)		
	100GB total (+\$15/mth)		
	180GB total (+\$35/mth)		
Data Bank	Up to 1000GB		
24x7 Personal Alarm Monitoring	Optional +\$10/mth		
Access Network	Telstra		
Home Phone Number			
Transfer Existing	\$0		
Establish New	\$24.95		
Once-off Connection Charge	\$149		
Total Minimum Cost Over Minimum Term	\$689	\$749	\$809
Minimum Term	12 Months		

Other Home Phone plan sets

This Critical Information Summary covers Home Phone plans delivered over the **Telstra** network only. We also offer Home Phone plans on the **Optus** 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 Telstra 4G network, with 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**.

International Calling & Excess Usage Controls

International calling and excess usage are disabled by default, even if international calls are included in your plan. Enabling international calling on request also enables Pay As You Go (PAYG) usage across the service, including excess data. Our excess spend control limits the value of PAYG usage each billing period to help prevent bill shock.

For the complete list of international calling options, packs, destinations and rates, see our PAYG Rates document at myhomefone.com.au/rates

Wi-Fi Hotspot Data Usage & Data Bank

Your monthly data allowance is used first, then your Data Bank. Unused monthly plan data rolls over up to the Data Bank cap shown in the plan table. Banked data may be forfeited on downgrade, transfer to an ineligible plan, cancellation, disconnection or service transfer. Once both allowances are exhausted, data stops until the next billing cycle unless bolt-ons or excess usage are enabled.

Excess data costs 2.06 cents 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.

Optional Data Bolt-ons

On request, **automatic 2GB bolt-ons can be enabled for \$10 per block**. After your monthly allowance and Data Bank are exhausted, blocks activate as needed, up to five per billing period (10GB for \$50). Automatic bolt-ons remain enabled in future billing periods until you request removal.

After all five blocks are used, data stops unless excess usage is enabled, in which case the excess data rate above applies. You can then request **one-off 1GB bolt-ons for \$10 each**. These do not renew. Adding another one-off block replaces any unused balance, so use each block fully before requesting another.

Unused bolt-on data expires at the end of the billing period. Bolt-ons do not cover usage already incurred, and their purchase charges are additional and excluded from excess usage spend controls.

Changing Your Plan or International Calling Pack

Changes take effect from your next billing cycle. For additional data before then, contact us about the bolt-ons above.

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 one-off \$60 each, 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.

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:

Call Charges: calls to numbers not included in your plan.

Excess Data: 2.06 cents per MB, only when excess usage is enabled.

Data Bolt-ons: \$10 per automatic 2GB block or one-off 1GB block, when requested.

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.

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).

Customer Service

Email support@myhomefone.com.au
or phone 1300 031 107.

Fair Use

Our Fair Use Policy applies, including restrictions on excessive, fraudulent or unlawful use.

Dispute Resolution & Complaints

If you're unhappy with us or your service, please contact our Customer Service Team first. To make a formal complaint, see our Complaint Handling Policy on our website. If you're still unhappy, call the Telecommunications Industry Ombudsman on 1800 062 058.

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

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