

Critical Information Summary: PT Free Access Untimed

Information about the Service

Service Description	PT Free Access is a Voice over IP (VoIP) phone service which allows you to make calls over an internet connection rather than the copper phone lines that a regular landline uses.
Offer Includes	<ul style="list-style-type: none"> • Free calls between MyNetFone users • Up to 4 registered lines. Additional lines provided at standard rates. • Up to 2 concurrent calls • All transferred DID's. Additional DID's provided at standard rates. • Casual Meet-Me Conferencing • Casual MyText SMS
Offer Conditions	<p>This service is intended for residential use only.</p> <p>It is a prepaid service. You pay the monthly service charge in advance along with any additional usage charges from the previous month.</p> <p>It is a VoIP service. You will require high speed internet access, a modem/router, and a VoIP phone adaptor or personal computer.</p>
Important Information	<p>Service features:</p> <ul style="list-style-type: none"> • Voicemail, Voicemail to Email, Follow Me, Global Access • CLID Over-stamping (Number presented on outbound calls). You must register your numbers first before they can be used. <p>Emergency calls:</p> <ul style="list-style-type: none"> • This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers; 000. • This service is not suitable for people with life threatening medical conditions that require priority assistance. <p>Security controls:</p> <ul style="list-style-type: none"> • A monthly call cap of 100 attempted and successful international calls. You can change this limit (up or down) by contacting our Customer Service centre. • Call barring is available on request
Important Restrictions	<p>The following cannot be called from this service:</p> <ul style="list-style-type: none"> • Australian Premium Rate Numbers (i.e. 190x) • Some operator assisted numbers and special service numbers • Some high risk International number ranges
Important Recommendations	<p>MyNetFone recommends that this service be use with:</p> <ul style="list-style-type: none"> • a dedicated Internet connection that is capable of supporting 2 concurrent calls; or a • a QoS enabled MyNetFone Internet service and modem <p>This service is not recommended for use on wireless internet connections.</p>

Information about Pricing (All prices include GST)

Minimum Monthly Charge	<table border="1"> <thead> <tr> <th colspan="2" style="background-color: #002060; color: white;">Total Minimum Price</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Monthly Charge</td> <td style="text-align: center;">\$0</td> </tr> </tbody> </table>	Total Minimum Price		Monthly Charge	\$0
Total Minimum Price					
Monthly Charge	\$0				
Termination Charge	In the event that you are unhappy with your service, or for some reason wish to discontinue your service, you have the flexibility to cancel your plan anytime. You will be liable for any costs that arise while your account is still active and any remaining credit will not be refunded.				

Common Call Charges (All prices include GST)

Local/National	8¢ per call
Australian Mobile	10.5¢ per minute billed in 1 second increments
13/1300	25¢ per call untimed
International	The cost of making an international call starts from 1.9¢ per minute. Calls are charged per minute or part thereof. For all international call rates, see https://www.mynetfone.com.au/Residential/Home-Phone/International-rates
MyText SMS	5¢ per message, per recipient
Casual Meet Me Conference	16¢ per minute, per participant

Billing Information

Billing Date	Your bill is charged on the same date each month and is the date your account was created (for example 11th May, 11th June, 11th July etc...).
Service Activation Date	The service Activation Date is the date that your service is ready to use.
First Bill Charges	Your first bill may include: <ol style="list-style-type: none"> 1. Partial monthly charge from when the service was activated until the next Billing Date 2. Any additional charges for non-recurrent items used during that billing period 3. The minimum monthly charge in advance for the next billing period
Payments	For information on payment options, visit: https://www.mynetfone.com.au/support/Billing-Payments

Other Information

Access your call and data usage information	You can access your call and data usage information by logging in to your customer account portal via this Link. https://www.mynetfone.com.au/Portal-Login
Customer Service contact details	Residential Customer Service can be contacted on 1300 731 048 or +61 2 8008 8000 or 181 from a MyNetFone VoIP service. 8am to 10pm AEST Monday to Friday; 9am to 5pm AEST Saturdays and Sundays https://www.mynetfone.com.au/Contact MyNetFone technical support is limited to customers who use the service in Australia.
How to access our dispute resolution process	Either use the Residential Customer Service Contact Details above or submit your concerns via https://www.mynetfone.com.au/Contact/Complaints
TIO contact details	At MyNetFone, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within MyNetFone and if you are still not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 . For full contact details, visit: http://www.tio.com.au/about-us/contact-us

This Critical Information Summary is based on the standard service offering. On occasion, MyNetFone may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the promotional description for any variations to the above.