



www.myfibre.net.au  
1800 288 871

Critical Information Summary

# Essentials Phone Plan

### Information About the Service -

*Service Description* – A Telephone plan added onto one of our NBN Co Fibre Data services, & provided over a UNIV port

This plan - ESSENTIALS - \$9.95 Monthly Access Fee.

*Bundling* – This plan is only available if you take one of our NBN Data services.

*Minimum Term* - the minimum term is 12 months

*What's Included* – Telephone service.

*What's Not Included & Mandatory Hardware* - NBN Co equipment to be provided by NBN Co - currently at no cost to you (Note - NBN Co may charge where installation of equipment is desired in NBN Co non-preferred location on your premises). You will require a standard Telephone handset to use this telephone service. This plan does not include any telephone calls in the Monthly Access Fee

### Information About Pricing -

*Minimum Monthly Charge* - the minimum monthly charge varies from plan to plan, and depends on the plan you choose. Billing is based on a calendar month with initial pro-rata adjustment.

Plan	Minimum Monthly Charge
<b>ESSENTIALS PHONE PLAN</b>	\$9.95 Plus your selected data plan starting from \$39.95 per month (\$49.90)

*Maximum Monthly Charge* - the maximum monthly charge varies from plan to plan, and depends on the plan you choose.

Plan	Maximum Monthly Charge
<b>ESSENTIALS PHONE PLAN</b>	We cannot provide you with a Maximum Monthly charge as we cannot estimate the volume of calls you might make.

### Telephone Call Charges

	Call a Standard Local Number	Call a Standard National Number	Call a Standard Australian Based Mobile Number	Cost of a Standard SMS Message
<b>ESSENTIALS PHONE PLANS</b>	10 cents untimed	10 cents untimed	27 cents per minute	Not Available

Cost of a 2 minute call to a Standard Australian Based Mobile Number = 54 cents

*Maximum Charge payable for Early Termination 12 Month Contract* – See Critical Information Summary for your selected Data Plan

*Maximum Charge payable for Early Termination 24 Month Contract* – See Critical Information Summary for your selected Data Plan

***Other Information -***

*Pricing* - Pricing for all charges *can be found on our website at* [www.myfibre.net.au](http://www.myfibre.net.au)

*Usage Information* – Is available on our website [www.myfibre.net.au](http://www.myfibre.net.au)

*Billing* – The figures shown in this Critical Information Summary reflect a full month's billing for a full month's service. Billing is first of month to end of month. Your initial bill may contain a pro-rata rate to bring your service into sync with our calendar month billing cycle.

Each month you will receive an invoice by the 10<sup>th</sup> of the month, to be paid within 14 days.

*Customer Service*

You can Contact us by using the Contact Us link above *or telephone 1800 288 871*

*Complaints or Disputes Process*

If you have a problem or complaint about your service please visit [www.myfibre.net.au](http://www.myfibre.net.au)

For more information on our complaints handling procedure and relevant contact information.

*Further Assistance*

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au).

This document is a summary only