



www.myfibre.net.au
1800 288 871

Critical Information Summary

Plus 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 - Plus - \$14.95 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 with Free Unlimited Standard Local & National Calls

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
PLUS PHONE PLAN	\$14.95 Plus your selected data plan starting from \$39.95 per month (\$54.90)

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

Plan	Maximum Monthly Charge
PLUS PHONE PLAN	We cannot provide you with a Maximum Monthly charge as we cannot estimate the volume of Chargeable 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
PLUS PHONE PLAN	No Charge	No Charge	22 cents per minute	Not Available

Cost of a 2 minute call to a Standard Australian Based Mobile Number = 44 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

Usage Information – Is available on our website 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 10th 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

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.

This document is a summary only