

CRITICAL INFORMATION SUMMARY

Sanctuary Cove Phone - Bundled Plans

myowntel.net.au | [133 002](tel:133002) | support.myowntel.net.au



INFORMATION ABOUT THE SERVICE

What's Included and Excluded?

Any applicable inclusions are specified in the table below. All timed calls are charged in addition to the Monthly Charge.

Minimum Term

These plans are provided on a month to month basis, regardless of the term taken on your Fibre Internet service.

Bundle Requirements

These plans are only available when bundled with a compatible MyOwn Tel Internet service.

Access Requirements & Limitations

These plans are only available within the Sanctuary Cove gated community in QLD when connected to the OptiComm Network and cannot be activated elsewhere, including premises on the OptiComm Network outside of Sanctuary Cove.

The service itself will not be available in the event of a power outage. Please ensure you have access to the emergency 000 number via an alternative mobile or fixed landline number in case power supply to this Service is disrupted.

INFORMATION ABOUT PRICING

Plan	Monthly Charge & minimum cost over 1 month	Call Rates to Australian Numbers				Notes
		Local*	National	Mobiles	13/1300	
Sanctuary Cove Phone Bundled Basic	\$9.95 for the first line, \$0 for second line	16¢ per call	16¢ per call	22¢ per min. + 20¢ flagfall	38.5¢ per call	Timed calls charged in 30 second increments.
Sanctuary Cove Phone Bundled Unlimited	\$39.95 per line (maximum 2 lines)	Included	Included	Included	38.5¢ per call	Cost of a 2 min. mobile call: 64¢ (0¢ for Unlimited).

*Calls to other extensions (houses) connected to the Sanctuary Cove Fibre Network are included FREE on these plans!

Activation & Relocations

Basic Activation and Relocation costs for this Service are included with the activation of your bundled internet service. No additional basic setup charge applies for connecting these Voice Plans.

If you want to transfer your existing telephone number from another network, a **\$99** porting fee will also apply.

Early Termination

Month to month plans do not attract Early Termination Fees.

International & Premium Calls

Different rates apply to call International numbers. Please contact us for all international call rates. Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee. Premium number charges are also outside of our control and are set by the content provider.

Pricing and Promotions

All prices listed herein include GST and do not factor any promotional discounts we offer from time to time.

OTHER INFORMATION

Connection Timeframes

These services will be connected shortly after connection of your Fibre Internet service, or within one to five business days should your Fibre Internet be active.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Bills will be emailed as part of our commitment to protecting the environment.

We're here to help

If you have any questions, call us on 133 002 so we can serve you better or visit us at www.myowntel.net.au for additional information, including access to information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.myowntel.net.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.