

Fibre Phone (SC FTTH)

CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Fibre Phone (SC FTTH)** plan. It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

There is either a **6 or 12 month** minimum contract term.

What's Included and Excluded?

Your Fibre Phone service has no special inclusions or exclusions.

Limitations

This plan is only available to residents connected to the Sanctuary Cove Fibre To The Home (FTTH) Network.

INFORMATION ABOUT PRICING

The minimum monthly charge is \$9.95.
There is no access fee for the second line.

The total minimum amount that you'll pay over the period of your agreement is **\$59.70 + \$99 setup (6 months) or \$119.40 + \$49 setup (12 months)**. If bundling with a MyOwn Tel SC FTTH Internet service, your setup fee is already included. Call costs are charged on top of your minimum monthly charge.

- **Calls to other SC FTTH Phone Services: FREE**
- **Calls to Local & National Numbers: 16c per call**
- **Calls to Australian Mobiles: 22c per minute + 20c call connection fee**
- **Calls to 13/1300 Numbers: 38.5c per call**

Timed calls are charged in 1 second increments.
The cost of a standard 2 minute timed call would be 62c.

Different rates apply to call international numbers. For all international call rates, please contact MyOwn Tel.

All prices include GST.

OTHER INFORMATION

Early Termination

Should your service be cancelled for any reason within the contract period, your Early Termination Fee (ETF) will be \$9.95, multiplied by the months remaining in your contract. If bundling an SC FTTH Internet plan, there is no ETF for this voice plan.

Connection Charges

Where the Network Terminating Unit (NTU) at your home is connected to the FTTH and is cabled through to ports throughout your home, the following setup fee will apply:

- **Setup Fee: 6 month terms: \$99 / 12 month terms: \$49**
- **Bundling with SC FTTH Internet: Free**

For houses where the FTTH is connected from the street to the NTU, but needs to be patched though to a router/switch in the home, a technician will need to attend. You can hire a third-party licenced technician, or we can do the Professional Install for **\$200 (plus setup fee)**. This includes travel and one hour of labour, and does not include cabling for the home network itself. Labour after the initial hour is \$165/hour, billed in 6 minute increments (e.g, 1 to 6 minutes over equals an additional \$16.50, 7 to 12 minutes equals an additional \$33).

If the FTTH is not connected from the street to the NTU you will need to contact Sanctuary Cove Body Corporate on 07 5577 6500.

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

Connection Timeframes

Once we've accepted your application, we'll try to connect your service on the date you ask for, however, this might not always be possible. Due to the complex nature of this service, we will aim to connect your home phone within five to fifteen working days.

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.

We're here to help

If you have any questions, just call us on 1300 859 152 so we can serve you better or you can visit us at www.myowntel.net.au for additional information, including to access 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.