

# CRITICAL INFORMATION SUMMARY

For Residential VostroNet Internet Services

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



## INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **VostroNet internet** plan. It covers things like the length of your contract and how much you need to pay each month.

### What's Included and Excluded?

Your Internet service includes:

- **1 x Dynamic IP Address (+\$10/month for a Static IP)**
- **Configured on your chosen speed tier, per below**
- **Unlimited monthly data allowance**
- **FREE Activation**

### Minimum Term

All plans are provided on either a 1-month or 12-month term.

### Plan Limitations

These plans are limited to customers whose premises are connectable to the network footprint of VostroNet.

Not all speed tiers and carriers are available everywhere. Enter your address on our website to see which speeds are available at your location.

## INFORMATION ABOUT PRICING

| Plan Name & Speed Tier  | Monthly Charge | Typical Evening Speed (7pm-11pm) | Min. Charge (Months)                |
|-------------------------|----------------|----------------------------------|-------------------------------------|
| Home Value 50/20        | \$89.00        | 50Mbps ↓ / 18Mbps ↑              | 1 month: \$89   12 months: \$1,068  |
| Home Fast Plus 500/50   | \$95.00        | 500Mbps ↓ / 42Mbps ↑             | 1 month: \$95   12 months: \$1,140  |
| Superfast Pro 250/100   | \$105.00       | 250Mbps ↓ / 92Mbps ↑             | 1 month: \$105   12 months: \$1,260 |
| Home Superfast 750/50   | \$119.00       | 750Mbps ↓ / 42Mbps ↑             | 1 month: \$119   12 months: \$1,428 |
| Home Ultrafast 1000/100 | \$129.00       | 876Mbps ↓ / 92Mbps ↑             | 1 month: \$129   12 months: \$1,548 |
| Ultrafast Pro 1000/400  | \$169.00       | 876Mbps ↓ / 340Mbps ↑            | 1 month: \$169   12 months: \$2,028 |

### Other Charges

#### Pre-Delivery Withdrawal Fee: POA

If you cancel your service after ordering but before we confirm completion, a withdrawal fee may apply to cover upstream carrier costs.

#### New Development Charge: \$300

This charge will be passed on to you where the upstream network carrier identifies your premises as within the site boundary of a new development (including, but not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address).

#### Carrier Deployment Fees

The upstream network carriers may charge a Deployment Fee (POA) for the first-time installation and connection of a Network Termination Device (NTD) at a premises, for adding extra NTDs at the same address, or for replacing an existing NTD with a multi-port version.

A non-exhaustive list of other carrier fees we pass on can be found at [www.myowntel.net.au/carrier-fees/](http://www.myowntel.net.au/carrier-fees/).

### Equipment

You may use your own compatible modem/router, but you will be responsible for its configuration. Alternatively, a

modem/router may be included in a promotional offer or purchased via our website.

Where applicable, MyOwn Tel and/or the network carrier will install any other required equipment.

### Early Termination

For 12-month plans: If your service is cancelled for any reason within the contract period, your Early Termination Fee (ETF) will be \$20 multiplied by the months remaining in the minimum term agreement, plus the relevant installation fee for the service (where such installation fee was waived or credited as part of the fixed term agreement) and/or relevant charge for any hardware waived or subsidised as part of the fixed term agreement.

Plans on a 1-month term do not attract any ETFs.

### Pricing and Promotions

All prices listed herein include GST and do not factor in any promotional discounts we occasionally offer.

All pricing is subject to the annual CPI pricing adjustment from our network carrier partners, which take effect each year on 1 July as part of their Special Access Undertaking (SAU).

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## OTHER INFORMATION

### Internet Speeds

Plan/speed tier configuration changes may be requested once per month. No charges apply to upgrade your service, however downgrades attract a once-off charge of \$69.

The speed tier on which your service is configured indicates the maximum possible speed (Mbps) you can receive off-peak. Any typical busy period speeds mentioned indicate speeds you can expect during busy periods (7pm-11pm). They are not guaranteed minimum speeds. Typical busy period speeds can be found on our website.

Actual speeds may vary due to a number of factors such as, but not limited to, the destination of the host computer or server you are accessing, the global Internet links between us and Internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your computer.

Transmission overheads and network congestion may also impact speeds during peak usage times.

Some speed tiers may be unavailable for configuration at certain locations.

While you can search for your address on our website to see speed tier availability, this will be confirmed prior to connection to ensure we provide only the best customer experience.

### 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 service within two to twenty working days. Please contact us for more specific timeframes as applicable to your address.

### Fair Use Policy

The use of this service is subject to the relevant upstream network carrier's Acceptable Use and Fair Use policies.

### Broadband Education

Please refer to the Communications Alliance Broadband Education Package, available at: <https://www.commsalliance.com.au/BEP>

### 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. Current and previous bills can be downloaded from the Pulse Customer Portal, located at <https://portal.myowntel.net.au>.

### 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](https://www.myowntel.net.au) for additional information, including access to information about your usage of the service. You can also view this information in the Customer Portal.

### 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](https://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](https://www.tio.com.au).

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