



# Critical Information Summary

## MyZone Essential

This summary does not include any discounts or promotions which may apply

### Plan Details

|  |                 |
|--|-----------------|
| <b>Monthly Charge</b>                          | \$75            |
| <b>Data Allowance</b>                          | Unlimited       |
| <b>Average Peak Hour Download Speed (Mbps)</b> | 40              |
| <b>Plan Term</b>                               | Month to Month  |
| <b>Excess Data</b>                             | No Excess Usage |
| <b>Minimum Monthly Charge</b>                  | \$75            |
| <b>Minimum First Month</b>                     | \$134           |

### Additional Add-Ons

There are a few additional add-ons available to get more value out of your plan. You can choose from one of the following:

- **MyZone Super**- Unlimited Local + National Calls - \$5/month
- **MyZone Super Plus** - Unlimited Local + National + Mobile Calls - \$10/month
- **MyZone International Ultimate**- Unlimited Local + National + Mobile + International Calls (to select countries) - \$10/month
- Static IP - \$10/month

**Note:** PAYG and MyZone International Savers rates will apply if calling pack add-ons are not selected. Visit [miyzon.com.au/call-packs](http://miyzon.com.au/call-packs) for more information

### What Is Not Included?

Features of this service does not include the following:

- Calls to 1300 numbers - 40¢ per call
- Calls to Premium and reverse numbers

### Usage

You can check your usage via the MyZone Portal, which can also be accessed via our website. Mobile versions will be made available to both Android and Apple very soon.

### Other Charges

In addition to the monthly plan charges, you may be applicable for the following:

|                               |   |
|-------------------------------|---|
| Connection Charge             | A \$59 fee for new Miyzon customers. May also be applicable if moving home.   |
| Connecting to the nbn network | nbn co charges \$300 for first-time connections in new developments and \$297 for an additional connection requiring installation of additional nbn equipment |
| Wi-Fi Modem                   | \$168 if you wish to purchase a modem   |
| Delivery Fee                  | \$10 fee applies for standard delivery, \$15 for express  |

### Changing Or Cancelling Your Plan

You are able to change your plan once a month, within the current in-market plan range.

**Note:** We do not pro-rata refunds on plan downgrades. If you are upgrading to a higher plan, you will need to pay the difference.

There are no Early Termination Charges if you wish to cancel your plan.

### Service And Availability

Miyzon's nbn™ broadband service uses NBNCo infrastructure (eg. FTTP, HFC, FTTC, FTTN or Fixed Wireless) to deliver broadband to your premises. This service provides typical evening download speeds of 85 Mbps for fixed line services. Typical nbn Fixed Wireless speeds will be lower than other nbn access types

This service is available to areas where nbn has been rolled out. For more information, please visit [www.miyzon.com.au/nbn/availability/](http://www.miyzon.com.au/nbn/availability/)



## Broadband Speeds

Broadband speeds vary due to a variety of factors, including:

- Type of technology available at the address
- Network capacity
- Set up at your home
- Device connection (Wi-Fi vs Ethernet cable)

## NBN Premium Evening Speed

- 40 Mbps typical download speeds between 7pm-11pm. Actual speeds experienced may be lower due to various factors including your in-home setup and wiring. Not available to most FTTN and Fixed Wireless customers.
- An nbn service can never go faster than the maximum line speed available at your premises, so for FTTN/B/C customers we will confirm your actual speeds after connection.

## New Development Charge

NBNCo charges a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn™ connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

## Set-Up Fee

There is a \$59 set-up fee applicable to all new Miyzon customers applying for new connection.

Similarly, if you are deciding to move home there may be a transfer fee of \$29 applicable .

## International Calling List

To see the calling rates for international calls, visit [miyzon.com.au/call-packs/international-rates](https://miyzon.com.au/call-packs/international-rates). Here you will also find the call rates for MyZone International Saver and International Ultimate.

## Equipment And Additional Fees

You don't have to purchase an NBN-ready modem/router from Miyzon, but we can provide one. Modem cost is \$168 with delivery fee of \$10 for standard delivery or \$15 for express delivery.

If you are using your own NBN-ready modem, a registration fee of \$29 may be applicable to configure the modem to our network.

## Bills and Payments

- Electronic Payments - **Free**
- Set up email billing at [miyzon.com.au/emailbill](https://miyzon.com.au/emailbill) or via the MyZone Portal App

Some exemptions may apply. For details on exemptions and other bill payment options, visit [miyzon.com.au/billpay](https://miyzon.com.au/billpay).

## Pensioner Discount

If you have an eligible Pensioner Concession card, you can apply to receive:

- A 10% discount on all plans (excl. Home Fast)
- Discounted connection charge for eligible customers
- MyZone International Ultimate discounted to \$10/month

## Complaints

If there is something you are not happy with and you wish to make a complaint, please visit [miyzon.com.au/complaints](https://miyzon.com.au/complaints). We would like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) if you would like an independent investigation.