

CRITICAL INFORMATION SUMMARY

MyNet Rental Phone Hardware



Description

MyNet Rental Phone Hardware provides eligible customers with access to selected phone hardware for use with compatible MyNet voice and phone system services.

This service allows customers to rent approved phone hardware and selected accessories for a monthly charge, rather than purchasing the hardware upfront. Rental hardware remains the property of MyNet and is supplied for use while the rental service remains active.

Rental phone hardware is available on a 12-month minimum term. If the rental service is cancelled, transferred away, replaced, or is no longer required, the hardware must be returned to MyNet in good working order.

Damage fees, replacement fees, or non-return fees may apply if hardware is returned damaged, incomplete, modified, missing accessories, or not in good working order.

This service does not include phone system call charges, SIP trunks, phone system licensing, internet services, onsite installation, cabling, network equipment, configuration changes, or user training unless these services are separately agreed with MyNet.

Pricing Information

Rental Hardware	Description	Monthly Charge ex GST	Minimum Cost of 12 Month Term
Yealink SIP-T85W	Premium Desk Phone	\$30.00 (\$33.00 inc GST)	\$360.00 ex GST (\$396.00 inc GST)
Yealink SIP-T73U	Standard Desk Phone	\$20.00 (\$22.00 inc GST)	\$240.00 ex GST (\$264.00 inc GST)
Yealink W78P Wireless DECT Phone System	Wireless DECT base and handset	\$30.00 (\$33.00 inc GST)	\$360.00 ex GST (\$396.00 inc GST)
Yealink EXP55 Color Expansion Module	Add-on expansion module	\$15.00 (\$16.50 inc GST)	\$180.00 ex GST (\$198.00 inc GST)
Yealink W78H Wireless DECT Handset	Add-on wireless DECT Handset	\$15.00 (\$16.50 inc GST)	\$180.00 ex GST (\$198.00 inc GST)

Prices are monthly recurring rental charges and exclude GST unless stated otherwise. Any once-off set-up fees, delivery fees, configuration fees, installation fees, replacement fees, damage fees, or additional service charges will be shown on your service order or advised by MyNet before they apply.

Rental hardware is provided on a 12-month minimum term. If the service is cancelled before the end of the minimum term, early termination charges may apply.

The rental hardware remains the property of MyNet and must be returned if the service is cancelled, transferred, replaced, or no longer required.

Requirements and Availability

MyNet Rental Phone Hardware is available to eligible customers, subject to hardware availability, service compatibility, stock levels, account approval, and MyNet's standard service requirements.

Rental phone hardware is intended for use with compatible MyNet voice and phone system services. Availability may depend on the customer's existing phone system, network configuration, internet connection, cabling, and the type of hardware being requested.

MyNet may refuse, restrict, or delay the supply of rental hardware where the hardware is not suitable for the customer's service, where required supporting services are not active, or where the customer's account is overdue or not in good standing.

What do I need to access the service

- An active MyNet Hosted PBX service
- An active MyNet internet connection
- A suitable local network including PoE Switching
- Available power and network cabling where required
- Suitable Wi-Fi coverage where Wi-Fi handsets or Wi-Fi capable devices are used
- Access to the required phone system, network, or site details for configuration
- Approval from MyNet for the selected rental hardware
- A signed service order or agreement confirming the rental hardware and 12-month minimum term

What's Included

- Rental of the selected phone hardware
- Access to the selected Yealink rental hardware listed on your service order
- Standard MyNet configuration for use with a compatible MyNet Hosted PBX service
- Standard MyNet support for rental hardware faults
- Hardware replacement where the device is confirmed by MyNet to be faulty through normal use
- Use of the rental hardware while the rental service remains active and the customer account remains in good standing

What's Not Included

- MyNet Hosted PBX monthly service charges
- SIP trunks, call charges, call packs, or phone numbers
- MyNet internet service charges
- Onsite installation, unless separately agreed
- Cabling, data points, or electrical work
- Network switches, routers, firewalls, or Wi-Fi equipment
- Custom phone system configuration or call flow changes, unless separately agreed
- User training, unless separately agreed
- Replacement of hardware damaged through misuse, liquid exposure, power issues, unauthorised changes, or physical damage
- Support for third-party phone systems, third-party internet services, or unsupported networks

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill
- You no longer have an active MyNet Hosted PBX service
- You no longer have an active MyNet internet connection
- The rental hardware is used with an unsupported service or network
- The rental hardware is damaged, misused, modified, or not used for its intended purpose
- You display inappropriate or abusive behaviour towards our staff
- You do not return rental hardware when required
- You breach our terms and conditions or our Fair Use Policy
 - Available at sign up as part of your Master Services Agreement or at <https://www.mynet.au/resources>

Billing

Rental phone hardware charges are billed monthly in addition to any other MyNet services you receive.

Rental charges are billed in advance and will continue until the rental hardware service is cancelled in accordance with your service agreement.

Your monthly charges will be shown on your service order and may include rental hardware charges, Hosted PBX charges, internet service charges, call charges, add-ons, installation fees, configuration fees, delivery fees, or other agreed charges.

Rental hardware charges are separate from any MyNet Hosted PBX service charges, MyNet internet charges, SIP trunk charges, phone number charges, call charges, or other related services unless otherwise stated on your service order.

Minimum Service Term

Rental phone hardware is supplied on a 12-month minimum service term, unless otherwise stated on your service order.

The minimum service term starts from the date the rental hardware service is activated, unless another start date is shown on your service order.

At the end of the minimum service term, the rental hardware service will continue on a month-to-month basis until cancelled in accordance with your service agreement.

Rental hardware remains the property of MyNet and must be returned if the service is cancelled, replaced, transferred, or no longer required.

Early Termination Charges

If you cancel the rental phone hardware service before the end of the agreed minimum service term, early termination charges may apply.

Where applicable, the early termination charge will be calculated as the remaining monthly rental charges for the rest of the minimum service term, unless otherwise stated on your service order.

For example, if your rental phone hardware is \$30.00 ex GST per month and you cancel with 4 months remaining on the minimum service term, the early termination charge would be \$120.00 ex GST.

Early termination charges are separate from any hardware damage fees, replacement fees, non-return fees, Hosted PBX charges, internet service charges, call charges, or other amounts owing on your account.

Rental hardware must still be returned to MyNet if the service is cancelled, even where early termination charges have been paid.

Customer Responsibilities

- Using the rental hardware only with an active MyNet Hosted PBX service
- Using the rental hardware only with an active MyNet internet connection
- Keeping the rental hardware in good working order
- Taking reasonable care to prevent loss, theft, damage, misuse, or unauthorised changes
- Ensuring the hardware is used in a suitable environment
- Ensuring power, cabling, network equipment, and internet services are suitable for use with the hardware
- Not modifying, reselling, disposing of, transferring, or lending the rental hardware without approval from MyNet
- Reporting faults, damage, loss, or theft to MyNet as soon as possible
- Returning rental hardware to MyNet when the service is cancelled, replaced, transferred, or no longer required
- Returning all supplied accessories, power supplies, handsets, bases, cables, and related components where applicable

Rental hardware always remains the property of MyNet. Customers must take reasonable care of the hardware and return it in good working order when required.

Damage fees, replacement fees, or non-return fees may apply where hardware is lost, stolen, damaged, incomplete, modified, not returned, or not returned in good working order.

Hardware Ownership and Return

All rental phone hardware always remains the property of MyNet.

The customer is provided with use of the rental hardware only while the rental service remains active and the customer account remains in good standing.

If the rental hardware service is cancelled, transferred, replaced, upgraded, or is no longer required, the hardware must be returned to MyNet.

Returned hardware must be in good working order and must include all supplied accessories, power supplies, cables, handsets, bases, stands, expansion modules, and related components where applicable.

MyNet may request the return of rental hardware if the service is cancelled, the customer account is overdue, the hardware is being used outside of the agreed service arrangement, or the customer no longer meets the service requirements.

Failure to return rental hardware when required may result in non-return fees or replacement charges.

Damage, Loss or Non-Return Fees

Damage fees, replacement fees, or non-return fees may apply if rental phone hardware is lost, stolen, damaged, incomplete, modified, not returned, or not returned in good working order.

Fees may apply where hardware is returned with damage caused by misuse, liquid exposure, power issues, unauthorised changes, incorrect use, physical damage, missing accessories, or use outside of the agreed service arrangement.

If rental hardware is not returned when required, MyNet may charge a non-return fee or replacement fee for the affected hardware.

If only part of the rental hardware is returned, such as a handset without the base station, power supply, stand, expansion module, or other supplied accessory, MyNet may charge replacement fees for the missing items.

Damage, loss, replacement, and non-return fees are separate from any early termination charges, monthly rental charges, Hosted PBX charges, internet service charges, call charges, or other amounts owing on your account.

Hardware Faults and Replacement

MyNet will provide standard support for rental hardware faults reported during the rental term.

Where MyNet confirms that rental hardware has failed due to normal use, MyNet may repair or replace the affected hardware.

Hardware replacement does not apply where the fault or issue is caused by damage, misuse, liquid exposure, power issues, unauthorised changes, incorrect use, physical damage, customer network issues, third-party internet services, unsupported phone systems, or use outside of the agreed service arrangement.

MyNet may require troubleshooting to be completed before replacement hardware is supplied. This may include checking power, cabling, internet connectivity, network equipment, phone system registration, and device configuration.

Replacement hardware may be new, refurbished, or equivalent hardware at MyNet's discretion.

If hardware is replaced, the original rental hardware must be returned to MyNet unless otherwise advised.

Installation, Configuration and Support

Rental phone hardware includes standard MyNet configuration for use with a compatible MyNet Hosted PBX service.

Standard configuration may include basic device provisioning, account registration, and setup of the device for use with the customer's agreed MyNet Hosted PBX service.

Onsite installation is not included unless separately agreed with MyNet.

Additional charges may apply for onsite attendance, custom configuration, cabling, network changes, user training, call flow changes, button programming, expansion module setup, or other work outside standard configuration.

MyNet support is limited to the rental hardware, MyNet Hosted PBX service, and MyNet internet connection. Support may be limited where the issue is caused by customer equipment, third-party services, unsupported networks, power issues, cabling issues, Wi-Fi coverage, or customer configuration changes.

Network, Wi-Fi and DECT Coverage

Rental phone hardware requires a suitable local network and an active MyNet internet connection to operate correctly.

Phone performance may be affected by internet issues, local network issues, cabling faults, power issues, firewall settings, network congestion, Wi-Fi coverage, DECT coverage, or customer equipment.

Wireless DECT products, including the Yealink W78P Wireless DECT Phone System and Yealink W78H Wireless DECT Handset, require suitable placement of the DECT base station to provide acceptable coverage.

DECT coverage can be affected by building materials, walls, distance, interference, site layout, electrical equipment, and the location of the base station.

Wi-Fi capable devices require suitable Wi-Fi coverage and network performance. MyNet does not guarantee Wi-Fi or DECT coverage in all areas of the premises unless a separate site assessment or coverage solution has been agreed.

Additional hardware, cabling, access points, switches, network configuration, or onsite work may be required to improve coverage or performance. These items are not included unless separately agreed with MyNet.

Service Changes, Suspension and Restrictions

MyNet may restrict, suspend, or cancel the rental phone hardware service if the service is used in a way that breaches MyNet's terms, creates a service risk, affects other customers, or is used outside of the agreed service arrangement.

MyNet may also restrict, suspend, or cancel the rental phone hardware service if:

- Your account is overdue
- You no longer have an active MyNet Hosted PBX service
- You no longer have an active MyNet internet connection
- The rental hardware is used with an unsupported phone system or internet service
- The rental hardware is damaged, misused, modified, resold, transferred, or used for an unauthorised purpose
- The rental hardware is not returned when required
- You breach your service agreement, MyNet's terms and conditions, or MyNet's Fair Use Policy

If the rental hardware service is suspended or cancelled, monthly charges, early termination charges, damage fees, replacement fees, or non-return fees may still apply where relevant.

Set-up fee

If there are any set-up fees, delivery fees, configuration fees, installation fees, or other once-off charges for your rental phone hardware service, MyNet will inform you before the service is supplied.

Any applicable once-off charges will be shown on your service order or otherwise agreed with you before they apply.

Standard rental charges are separate from any once-off set-up, delivery, configuration, installation, cabling, or onsite attendance fees unless otherwise stated on your service order.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.mynet.au/complaints>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://tio.com.au/making-a-complaint>