

CRITICAL INFORMATION SUMMARY

MyNet Static IP Address Add-on



Description

MY NET's Static IP Address add-on provides a fixed public IP address or public IP subnet for use with an eligible MyNet business internet service.

Pricing Information

Subnet Size	Total IP Addresses	Usable IPs Routed Subnet	Usable IPs non-Routed	Monthly Charge ex GST
MYN-STATIC-IP	1	1	N/A	\$5.00 (\$5.50 inc GST)
MYN-IPT-IP-Subnet-32	1	1	N/A	\$5.00 (\$5.50 inc GST)
MYN-IPT-IP-Subnet-30	4	2	1	\$15.00 (\$16.50 inc GST)
MYN-IPT-IP-Subnet-29	8	6	5	\$30.00 (\$33.00 inc GST)
MYN-IPT-IP-Subnet-28	16	14	15	\$50.00 (\$55.00 inc GST)
MYN-IPT-IP-Subnet-27	32	30	29	\$80.00 (\$88.00 inc GST)

Requirements and Availability

The static IP address add-on is available with eligible MyNet internet services. Availability may depend on service type, network configuration and technical feasibility.

What do I need to access the service

- A My Net Pty Ltd internet service.

What's Included

The Static IP Address add-on includes:

- A fixed public IPv4 address or IPv4 subnet, depending on the option selected
- Allocation of the static IP address or subnet to eligible MyNet Internet services
- Routing of the allocated IP address or subnet where applicable
- Standard MyNet technical support for service-related faults

Qualifications

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

- You fail to pay your bill
- You display inappropriate or abusive behaviour towards our staff
- 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>

Network and equipment requirements

To use this service, you must have an eligible MyNet internet service and compatible router, firewall, or network equipment. Your equipment must support static IP addressing, PPPoE, routed subnets, or any other configuration needed for the selected option.

Security Responsibility

A static public IP address may make customer equipment or hosted services easier to locate on the internet. Customers are responsible for securing their own network, devices, passwords, firewalls, servers, remote access systems, and applications. MyNet is not responsible for unauthorised access caused by insecure customer equipment or configuration.

IP Reputation and Blacklisting

MyNet does not guarantee that an allocated IP address will be accepted by all third-party networks, email providers, security systems, or online services. Customers are responsible for how the IP address is used. If an IP address becomes blocked, blacklisted, rate-limited, or reputation-affected due to customer activity, MyNet may require the customer to resolve the cause before any IP change is considered.

Changes to IP addressing

Static IP addresses are intended to remain fixed during normal operation, but they are not guaranteed to remain unchanged forever. MyNet may change allocated IP addresses where required for technical, operational, supplier, security, legal, or network management reasons.

Billing

Static IP charges are billed monthly in addition to your eligible MyNet internet plan. Charges continue until the Static IP add-on or the associated internet service is cancelled.

Pricing table note

Prices are monthly recurring charges and exclude GST unless stated otherwise. The Static IP add-on is charged in addition to your internet plan. Any once-off setup fees or custom configuration charges will be shown on your service order before you proceed.

Minimum Service Term

The minimum service term for the Static IP add-on will be shown on your service order. If no separate minimum term is stated for the Static IP add-on, it will continue month-to-month while the associated internet service remains active.

Early Termination Charges

If you cancel the Static IP add-on or associated internet service before the end of the agreed minimum term, early termination charges may apply. Where applicable, the early termination charge will be calculated as 85% of the remaining contract value, unless otherwise stated in your service order.

Set-up fee

If there are any setup fees for your service, we will inform you upon signup and they will be detailed 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>