



Customer Service: 61 1300 420 156

## Critical Information Summary

### ADSL 2+

#### Information about the service

This service is a fixed line telephone and broadband offer with a monthly access fee, available to both residential and business customers. It is only available as a product bundle, and you may supply your own modem or purchase from us at additional cost and you must supply your own handset/s.

Minimum term is 12 months.

The monthly access fee includes line rental. Other types of calls are charged in addition to the monthly access fee.

#### Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement — see our website
- Early termination charge applies (except during any applicable cooling off period)
- Payment through Direct Debit Only.

#### Information about Pricing

The minimum monthly charge is the monthly access fee of \$72.55.

The cost of modem (optional) is \$89.95 (Postage and Handling charges including).

The minimum total plan cost for the ADSL component is \$870.60 for 12 months.

Cancellation charge \$250

#### Other Information

Your usage information is available by calling 61 1300 420 156 and asking our trained consultants.

#### Internal disputes

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at

## Contact Details

Address:

POLOTEL PTY LTD

PO Box 18117

Melbourne Vic 3001

Call us: 61 1300 420 156

Fax - 6188 2199 916

E-mail : [info@polotel.com.au](mailto:info@polotel.com.au)

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058 Email: [tio@tio.com.au](mailto:tio@tio.com.au) Fax: 1800 630 614 Online: [www.tio.com.au](http://www.tio.com.au) Postal: PO Box 267, Collins Street West, Vic, 8007. Contact Hours: 9am to 5:30pm (AEST) Monday to Friday