CUSTOMER SERVICE **1300 136 954**

Flexibility to downgrade/upgrade your plan at no extra cost.

Critical Information Summary

PLAN 45 Fixed Line Plan

Information about the Service

This service is a fixed line telephone with a monthly access fee, available to both residential and business customers.
It is not part of a product bundle, and you must supply your own handset/s.

Minimum term is 12 or 24 months.

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

Other important conditions:

- Offer available to approved customersonly.
- Services are provided under our Standard Form of Agreement – see ourwebsite
- Early termination charge applies (except during any applicable cooling offperiod).

Payment through Direct Debit Only.

Information about Pricing

The minimum monthly charge is the monthly access fee of $49.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Local Calls are unlimited. Calls to mobiles in Australia are charged at $0.99 per call untimed. National Calls are charged at $0.20 per call untimed. Calls to 13/1300 numbers are charged at $0.45 per call untimed. Flag fall are charged at $0.35 (International ONLY) on timed calls. Charges for international calls vary by location – check our website for current details. 1900 and other premium service calls are subject to varying charges – check before dialing.

The minimum total plan cost is $588 over 12 months and $1176 over 24 months.

The early termination charge is $250.

OtherInformation

Your usage information is available by calling 1300 136 954 and asking our trained consultants.

Polotel Customer Care Contact Details:

Phone:	1300 136 954
Email:	custcare@polotel.com.au
Fax:	61 88 2199 916
Online:	www.polotel.com.au
Postal:	Adelaide Brighton, PO Box 364 Woodville SA 5011
ContactHours:	9am to 6pm (AEST) Monday toFriday

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: http://polotel.com.au/complaint-policy.html

Telecommunications Industry Ombudsman (TIO) Contact details:

Phone:	1800 062058
Email:	tio@tio.com.au
Fax:	1800 630614
Online:	www.tio.com.au
Postal:	PO Box 267, Collins Street West,VIC8007
ContactHours:	9am to 5:30pm (AEST) Monday toFriday