



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

## Critical Information Summary

### Plan 93 Fixed Line Plan and ADSL 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, unlimited local calls and unlimited data. 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).

The price is based on a zone 1 ADSL2+ access.

This service is broadband over ADSL technology with a monthly access fee. You may supply your own modem or purchase from us at additional cost. The monthly access fee includes unlimited data on ADSL or ADSL 2+ where available.

Payment through Direct Debit Only.

#### Information About Pricing:

The minimum monthly charge is the monthly access fee of \$93.00. 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 99c per call untimed. National Calls are charged 20c per call untimed. Calls to 13/1300 numbers are charged at 45c per call untimed. Flag fall are charged at 35c (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. Included data is unlimited.

The minimum total plan cost is \$1116 over 12 months and \$2232 over 24 months.

The early termination charge is \$350.

In the event that the customer cancels the voice services and the Internet services remains, the early termination fee will be \$175; in the event that the voice services remain and the customer cancels the Internet service, the early termination charge will be \$175.

#### Other Information:

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

Polotel Customer Care Contact Details:

**Phone:** 61 1300 420 156  
**Email:** info@polotel.com.au  
**Fax:** 6188 2199 916  
**Online:** www.polotel.com.au  
**Postal:** PO Box 18117  
Melbourne Vic 3001

**Contact Hours:** Contact Hours: 11AM-8PM (AEST) Monday to Friday

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://www.polotel.com.au/>

Telecommunications Industry Ombudsman (TIO) Contact details:

**Phone:** 1800062058  
**Email:** tio@tio.com.au  
**Fax:** 1800630614  
**Online:** www.tio.com.au  
**Postal:** PO Box 267, Collins Street West, VIC 8007  
**Contact Hours:** 9am to 5:30 pm (AEST) Monday to Friday