



Critical Information Summary

Information about the Service

The \$44 bolt on SIP Plan could be added to any of the VOIP plan for Domestic and Medium Scale Enterprise consumers, offering Unlimited calls to any landline in Australia as per the terms of business, specified in our Standard Form of Agreement; SFOA.

Category	Description
Contract Term	Offered services are contracted for a minimum of 24 months -(2 Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Inclusions:	Unlimited local calls, national calls, and calls to mobile.

Information About Pricing:

Monthly Access Fee	\$44
Total Minimum Cost over 24 Months	\$1056
Pro Rata Charges	Apply - for contracted plans
Data Included	Unlimited local, national and calls to mobile, Calls to 13/1300 numbers are charged at 40c per call untimed.
Cancellation/Termination Fee	\$199.00 including GST-per service

Other Information:

- Offer available to approved customers only.
  - Services are provided under our Terms of Business – see our website
  - The One time Set-up fee of \$149 for the first line and \$25 for every additional line is added on your first months invoice
  - Pro Rata charges are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month’s rental in advance
  - Early termination fees apply; except during any applicable cooling off period.
- Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee - "ETF" of \$199 applies - per service.
- A monthly charge of \$2.95 Inc. GST applies for Paper Bills.
  - A monthly charge of \$5 Inc. GST applies for non direct debit payment.
  - To qualify for this plan you must be the legal lessee of the telephone line.

Assistance:  
For any assistance with any of the above and /or clarifications on your service, usage, billing, technical Support, pre or post sales enquires please visit <http://www.polotel.com.au> or call us/request a call back on 61 1300 420 156  
Contact hours: **Monday to Friday: 11AM-8PM (AEST)**

Polotel Customer Care Contact Details:

Phone: 61 1300 420 156  
Email: [info@polotel.com.au](mailto:info@polotel.com.au)  
Fax: 6188 2199 916  
Online: [www.polotel.com.au](http://www.polotel.com.au)  
Postal: Adelaide Brighton, PO Box 364 Woodville SA 5011  
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:	<a href="mailto:tio@tio.com.au">tio@tio.com.au</a>
Fax:	1800630614
Online:	<a href="http://www.tio.com.au">www.tio.com.au</a>
Postal:	POBox267,CollinsStreetWest,VIC8007
ContactHours	9am to5:30pm (AEST)MondaytoFriday