

## Critical Information Summary

### Plan 90 ISDN Plan



#### Information about the Service

##### SERVICE DESCRIPTION

ISDN \$90 Basic plans are offered as an Office Phone service for standard phone lines. You can transfer your existing Office Phone service or activate a new service with Polotel. ISDN Basic plans are not available for resale or high volume telemarketing purposes.

##### MAXIMUM NUMBER OF SERVICES

You can choose a combination of 2 ISDN2 plans to achieve the best solution for your business.

##### MINIMUM CONTRACT TERM

12/24 months.

The monthly access fee includes line rental, local, and national calls. 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:

<b>Monthly Access Fee</b>	\$90
<b>Local Calls</b>	Unlimited
<b>National Calls</b>	Unlimited
<b>National Cap</b>	N/A
<b>Fixed to Mobiles</b>	25 c per min
<b>Fixed to Mobiles Cap</b>	N/A
<b>13, 13xx numbers</b>	45c
<b>International Cap</b>	N/A
<b>National Included Pack</b>	N/A
<b>Local Included Pack</b>	N/A
<b>FTM Included Pack</b>	N/A
<b>Flagfall</b>	35c (int Only)
<b>ETF</b>	\$250
<b>Local PSTN Data Calls</b>	Local PSTN data calls 27.5c per call
<b>Contract Term (12 months)</b>	Price: 12 x \$90 = \$1080
<b>Contract Term (24 months)</b>	Price: 24 x \$90 = \$2160

#### 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, VIC8007  
**Contact Hours:** 9am to 5:30pm (AEST) Monday to Friday