



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:

Monthly Access Fee	\$90
Local Calls	Unlimited
National Calls	Unlimited
National Cap	N/A
Fixed to Mobiles	25 c per min
Fixed to Mobiles Cap	N/A
13, 13xx numbers	45c
International Cap	N/A
National Included Pack	N/A
Local Included Pack	N/A
FTM Included Pack	N/A
Flagfall	35c (int Only)
ETF	\$250
Local PSTN Data Calls	Local PSTN data calls 27.5c per call
Contract Term (12 months)	Price: 12 x \$90 = \$1080
Contract Term (24 months)	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 364
Woodville SA 5011

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

ContactHours 9am to 5:30pm (AEST) Monday to Friday