



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

Critical Information Summary

Information about the Service

The \$75.99 Plan is a NBN Internet Data connection service for Domestic and Medium Scale Enterprise consumers, offering Unlimited Data as per the terms of business, specified in our Standard Form of Agreement; SFOA. It is not part of a product bundle and includes a NBN compatible Wi-Fi Modem/Router.
VOIP calling options are entirely disabled for this plan.

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.
Hardware:	NBN compatible modem/router.
Data Limit:	Unlimited.
Inclusions:	All the pricing related information includes GST.
Exclusions:	There is no voice/calling component.

Information About Pricing:

Monthly Access Fee	\$75.99
Total Minimum Cost over 24 Months	\$1823.76
Pro Rata Charges	Apply - for contracted plans
Data Included	Unlimited
Cancellation/Termination Fee	\$199.00 including GST–per service

Speed:

The NBN Broadband Service provides up to12 Mbps download and up to 1 Mbps upload speeds. However, actual speeds may vary due to a number of factors including network configuration, line quality and length, exchange area, geographical location, broadband traffic density, hardware and software used.

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 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
Fax: 6188 2199 916
Online: 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) Contactdetails:

Phone:	1800062058
Email:	tio@tio.com.au
Fax:	1800630614
Online:	www.tio.com.au
Postal:	POBox267,CollinsStreetWest,VIC8007
ContactHours	9am to5:30pm (AEST)MondaytoFriday