



Customer Service: 61 1300 420 156

## Critical Information Summary

### PoloTel All In One

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. 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)

### Information about Pricing

The minimum monthly charge is the monthly access fee of \$34.95. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Local calls are charged at \$0.17 per call. Calls to mobiles in Australia are charged at \$0.17 per minute. National Calls are charged at \$0.09 per minute. National Calls are also charged at a capped rate of \$1.65 for 30 minutes. Calls to 13/1300 numbers are charged at \$0.33 per call untimed. Flagfall are charged at \$0.33 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.

The minimum total plan cost is \$419.36 over 12 months and \$838.80 over 24 months.

The early termination charge is \$275.

### Other Information

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

### 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

## Contact Details

Address:

POLOTEL PTY LTD

PO Box 18117

Melbourne Vic 3001

Call us: 61 1300 420 156

Fax - 6188 2199 916

E-mail : [info@polotel.com.au](mailto:info@polotel.com.au)