



Customer Service: 61 1300 420 156

## Critical Information Summary

### PoloTel Telecom Unlimited

#### 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 \$87.95. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Local calls are included in the monthly access fee. National calls are included in the monthly access fee. Calls to Australian mobile are charged at \$0.44 per call. Calls to 13/1300 numbers are charged at \$0.33 per call untimed. No Flagfall is charged at \$0.22 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 \$1,055.34 over 12 months and \$2,110.80 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)