



ABN : 12 137 248 287

CUSTOMER SERVICE: **1300 939 717**

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

## Critical Information Summary

*PLAN 35 Fixed Line Plan*

### 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).

Payment through Direct Debit Only.

### Information about Pricing

The minimum monthly charge is the monthly access fee of \$35.00. 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 \$0.20 per call. Calls to mobiles in Australia are charged at \$0.25 per minute. National calls are charged at \$0.15 per minute. Calls to 13/1300 numbers are charged at \$0.45 per call untimed. Flag fall are charged at \$0.35 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 \$420 over 12 months and \$840 over 24 months.

The early termination charge is \$175.

### Other Information

Your usage information is available by calling 1300 939 717 and asking our trained consultants.

#### TELEUS Customer Care Contact Details:

<b>Phone:</b>	1300 939 717
<b>Email:</b>	custcare@teleus.com.au
<b>Fax:</b>	1300 368 880
<b>Online:</b>	www.teleus.com.au
<b>Postal:</b>	Melbourne Bourke Street, PO Box 24248, Melbourne, VIC 3001
<b>Contact Hours:</b>	8am to 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.teleus.com.au/policies/complaints-policy>.

#### Telecommunications Industry Ombudsman (TIO) Contact details:

<b>Phone:</b>	1800 062 058
<b>Email:</b>	tio@tio.com.au
<b>Fax:</b>	1800 630 614
<b>Online:</b>	www.tio.com.au
<b>Postal:</b>	PO Box 267, Collins Street West, VIC 8007
<b>Contact Hours:</b>	9am to 5:30pm (AEST) Monday to Friday