

Critical Information Summary

Teleus Unlimited Metro ADSL and Voice Bundle Plan

Information about the service

This service is a fixed line broadband bundle offer which includes fixed wire voice services along with data with a monthly access fee. You may supply your own modem or purchase from us at additional cost.

Minimum term is 12 or 24 months.

The monthly access fee includes unlimited data on ADSL or ADSL 2+ where available.

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 for the ADSL component.

Information about Pricing

The minimum monthly charge is the monthly access fee of \$45.95.

If the Fixed Wire Voice service is churned or disconnected the ADSL2+ service price will revert to \$55.95

The cost of modem (optional) is \$99.00 (Postage and Handling Charges apply).

The minimum total plan cost for the ADSL component is \$551.40 over 12 months and \$1,102.80 over 24 months.

Other Information

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

Teleus Customer Care contact details:

Phone: 1300 939 717 **Email:** custcare@teleus.com.au **Fax:** 1300 368 880

Online: www.teleus.com.au **Postal:** Melbourne Bourke Street, PO Box 24248, Melbourne, Vic. 3001

Contact Hours: Monday to Friday 8am to 8pm AEST

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://teleus.com.au/teleus-plan-complaints.html>

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058 **Email:** tio@tio.com.au **Fax:** 1800 630 614

Online: www.tio.com.au **Postal:** PO Box 267, Collins Street West, Vic, 8007.

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