

Critical Information Summary

Teleus Total Plus Fixed Line Plan

1 March, 2013

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 months.

The monthly access fee includes line rental. Other types of calls are charged in addition to the monthly access fee depending on the Pack selected.

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 \$42.90. 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 \$0.22 per call or unlimited (\$33 Local Included Pack). Calls to Australian Mobiles are charged at \$0.32 per minute or unlimited (\$33 Fixed to Mobile Included Pack). National calls are charged at \$0.83 per call or unlimited (\$33 National Included Pack). Calls to 13/1300 numbers are charged at \$0.33 per call untimed. Flagfall is charged at \$0.33 on timed calls. Charges for international calls vary by location – see 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 \$514.80 over 12 months.

The early termination charge is \$275.

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