

Critical Information Summary

Teleus Total Plus 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).

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 and \$1,029.60 over 24 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