



### Call Rates (Optional Digital Line)

Usage Type	Rate
Local / National Standard Fixed	\$0.15 per call
Australian Mobile	\$0.15 per minute
13 / 1300	\$0.40 per call
18 / 1800	Free
19 / 1900	Not Supported
Directory Assistance -1223	\$1.10 per call
International & Other Call Types	<a href="http://www.teleus.com.au/important-documents">http://www.teleus.com.au/important-documents</a>

### Connection Charges

Standard installation is included with your plan. Where additional work is required to connect your NBN services this is not a standard installation. Teleus will pass on any additional fees. Additional fees may include but are not limited to NBN New development charge of \$300 and/or \$300 for a new copper pair. In such cases, Teleus will obtain your approval before proceeding with the installation. A 240-volt power supply may be required. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper based service.

### Hardware

An NBN Ready Modem (TPLink Archer VR500v) is provided when signing up to a 24 month term, postage is charged at \$19.95. The modem is auto-configured and customer self installed. Full specifications for the TPLink Archer VR500v can be found on the manufactures website <https://www.tp-link.com/au/download/Archer-VR500v.html>. Please note that support is only available for Planet Tel approved modems. Telephone Handset is not included and is required to use the service.

### Early Termination

The Early Termination Charge is \$299.

### Connection Timeframe

If there has been a previous working NBN service at your premises and we can reconnect it without having to visit your premises, then we aim to connect the service within 5-7 working days of your request. If this isn't possible, then we aim to connect your service within 10-15 working days, depending on your location.

### Billing

We will bill you in advance for the Monthly Access Charge and features. Your bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period. For details on usage, customers can access our online customer portal at <https://portal.selcomm.com/teleus/selfcare>, please contact customer service to set up your online account.

### Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

**Phone:** 1300 939 717 - Monday to Friday (9am-9pm AEST)  
Weekends & Public Holidays (9am-6pm AEST)  
**Email:** [info@teleus.com.au](mailto:info@teleus.com.au)  
**Website:** [www.teleus.com.au](http://www.teleus.com.au)  
**ABN:** 48 612 519 178

### Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy at <http://www.teleus.com.au/important-documents> or call us on 1300 939 717 Monday to Friday (9am-9pm AEST) or Weekends and Public Holidays (9am-6pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

#### The Telecommunications Industry Ombudsman

**Phone:** 1800 062 058  
**Email:** [tio@tio.com.au](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://www.tio.com.au)

*Please note this is only a summary, if you would like more information regarding this offering, please contact us.  
Pricing mentioned was correct at the time of printing.*