



an LMGPS Pty Ltd Company

# CRITICAL INFORMATION SUMMARY

## PSTN PLANS

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the Teleus PSTN Plans. The service is a post-paid single line fixed voice service (PSTN Line). These are not bundle plans and you must source your own handset/s. Priority Assistance is not available on this Product.

**Minimum Term** is 24 months.

#### Other Important Conditions

Offer available to approved customers only.

Services are provided under our Standard Form of Agreement <http://www.teleus.com.au/important-documents>

Fair Use and Acceptable Use Policy Apply - <http://www.teleus.com.au/important-documents>

Early Termination Charge applies (except during any applicable cooling off period).

### AVAILABILITY

PSTN is only available within selected coverage areas and requires your premises to be connected to a telephone exchange which supports the product.

### INFORMATION ABOUT PRICING

| Product                      | PSTN PAYG | PSTN National             | PSTN Premium                         |
|------------------------------|-----------|---------------------------|--------------------------------------|
| Monthly Access Fee           | \$34.95   | \$49.95                   | \$69.95                              |
| Minimum Total Cost 24 Months | \$838.80  | \$1,198.80                | \$1,678.80                           |
| Call Inclusions              | PAYG      | Standard Australian Fixed | Standard Australian Fixed and Mobile |
| Early Termination Charge     | \$199.00  | \$199.00                  | \$199.00                             |

Where a Call Type is not included in a package, Standard Call Rates apply. Standard Call Rates are outlined on the following page of this Critical Information Summary. International Call Rates can be found at <http://www.teleus.com.au>. All included calls are subject to Teleus's Fair and Acceptable User Policy which can be found at <http://www.teleus.com.au/important-documents>.

### ACT CUSTOMERS

If your telephone is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge.

### 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-5pm 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.

<http://www.teleus.com.au/important-documents> or call us on 1300 939 717 Monday to Friday (9am-5pm 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.*



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### CALL RATES

| Call Type                   | Rate              |
|-----------------------------|-------------------|
| Local Fixed                 | \$0.20 per call   |
| National Standard Fixed     | \$0.15 per minute |
| Australian Mobile           | \$0.15 per minute |
| 13 / 1300                   | \$0.40 per call   |
| 1800                        | Free              |
| 1900                        | Not Supported     |
| Directory Assistance - 1223 | \$1.10 per call   |

Fixed Line International Rates can be found at <http://www.teleus.com.au/important-documents>

### CONNECTION CHARGES

The following connection charges may apply to your service:

- Telephone line without a technician visit – \$59
- Telephone line with a technician visit – \$125
- New telephone line connection with a technician visit and cabling work – \$299.

### EARLY TERMINATION

The Early Termination Charge is \$199.00

### CONNECTION TIMEFRAME

If there has been a previous working PSTN 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 the 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.

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