

# Critical Information Summary

## Yourtel \$49 Broadband Plan

1 May, 2013

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### Information about the service

This service is a fixed line broadband offer with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and it includes a modem covered by the access fee.

Minimum term is 12 months.

The monthly access fee includes unlimited data on the ADSL platform, or ADSL2+ where available.

Other important conditions:

- Offer available to approved customers that have a current account with a PSTN fixed line service already billing with us.
- A \$49.00 set up fee occurs which is charged in the first months bill.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination charge applies (except during any applicable cooling off period).
- If the current PSTN fixed line is cancelled, the monthly access fee for this service becomes \$59.95.

### Information about Pricing

The monthly charge is a fixed \$49.00.

The total plan cost is \$637.00 over 12 months.

The early termination charge is \$199.00.

## Other Information

Your usage information is available by calling 1300 456 322 and asking our trained consultants.

## Yourtel Customer Care contact details:

Phone: 1300 456 322

Email: [care@customercareteam.com.au](mailto:care@customercareteam.com.au)

Fax: 03 9012 4440.

Online: [www.yourtel.com.au](http://www.yourtel.com.au)

Postal: Locked Bag 3, South Melbourne, Vic, 3205.

Contact hours: 8am to 8pm (AEST) Monday to Friday, 9am to 6pm (AEST) Weekends and Public Holidays

## 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://www.yourtel.com.au>

## TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: PO Box 267, Collins Street West, Vic, 8007.

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