

# Critical Information Summary

## Touchtel \$90 Fixed Line Plan

1 May, 2013

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### Information about the service

This service is a fixed line home telephone with a monthly access fee, available to residential 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, all Local calls, all Non-local calls to Australian landlines, all calls to mobile numbers in Australia, all calls to 13/1300 numbers in Australia, and all calls to 1800 numbers. 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 \$90.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee. 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 dialling.

The minimum total plan cost is \$1,080.00 over 12 months.

The early termination charge is \$199.00.

## Other Information

Your usage information is available by calling 1300 861 855 and asking our trained consultants.

### Touchtel Customer Care contact details:

Phone: 1300 861 855

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

Fax: 03 9012 4440.

Online: [www.touchtel.com.au](http://www.touchtel.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.touchtel.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