

# Critical Information Summary

## XLN Telecom \$135 Bundle Plan

1 March, 2013

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### Information about the service

This service is a fixed line telephone and broadband offer with a monthly access fee, available to both residential and business customers. It is only available as a product bundle, it includes a modem covered by the access fee, and you must supply your own handset/s.

Minimum term is 24 months.

The monthly access fee includes line rental, all local calls to landlines, all Non-local /National calls to landlines in Australia, all calls to mobiles in Australia, and Unlimited data on the ADSL platform, or ADSL2+ where available.

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 \$135.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Calls to 13/1300 numbers are charged at 35c per call untimed. 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 \$3,240.00 over 24 months.

The maximum early termination charge is \$398.00.

## Other Information

Your usage information is available by calling 1300 874 427 and asking our trained consultants.

## XLN Telecom Customer Care contact details

Phone: 1300 874 427

Fax: 03 901 8 4348

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

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

Postal: PO BOX 3391, Wheelers Hill, Vic, 3150

Contact hours: 8am to 8pm (AEST) Monday to Friday, 9am to 5pm (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.xlntelecom.com.au/download/XLN-Complaint-Handling-Process-Summary.pdf>

## 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