

# Critical Information Summary

## Ourtel \$84 Bundle Plan

1 May, 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 12 months.

The monthly access fee includes line rental, all local calls untimed 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 \$84.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

All Calls to Non-local National landlines in Australia and to Australian mobile numbers are charged at 99c untimed per call. Calls to 13/1300 numbers are charged at 33c 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 \$1,008.00 over 12 months.

The maximum early termination charge is \$398.00.

## Other Information

Your usage information is available by calling 1300 605 955 and asking our trained consultants.

### Ourtel Customer Care contact details:

Phone: 1300 605 955

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

Fax: 03 9012 4440.

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