

# Critical Information Summary

## Ourtel \$45 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, 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 \$45.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Non-local calls to Australian landlines, and Calls to mobile numbers in Australia, are untimed and charged at 99c 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 \$540.00 over 12 months.

The early termination charge is \$199.00.

## 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