

Critical Information Summary

Venus Telecom \$35 Add on Fixed Line Plan

1 March, 2013

Information about the service

This service is a fixed line telephone with a monthly access fee, available to both residential and business customers. It is part of a product bundle, which adds on to another fixed line telephone offer, and you must supply your own handset/s. This offer is not available as a standalone.

The Minimum term is 24 months, if added on to another telephone plan with a 24 month term. There may be no minimum term if added on to another fixed line telephone offer that is available on a non fixed term.

The monthly access fee includes line rental, 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.
- Offer is not available as a standalone offer.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination charge applies (except during any applicable cooling off period) if purchased on a 24 month minimum term.
- Exit fee applies if purchased without a minimum term.

Information about Pricing

The minimum monthly charge is the monthly access fee of \$35.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Local calls are charged at 29c per call untimed. Non-local calls to Australian landlines and calls to mobiles in Australia are charged at 40c per minute with a 40c connection charge per call. Calls to 13/1300 numbers are charged at 30c 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.

If purchased or added another service with a 24 month term, the minimum total plan cost for this offer is \$720.00 over 24 months.

The minimum total plan cost is \$35.00 every month for this offer as long as the telephone line is active with us, and no minimum 24 month term is in place.

The early termination charge for this service on a minimum 24 month term is \$199.00

There is an exit fee of \$99.00 or one months notice in writing to cancel the service if this offer is purchased without a minimum 24 month term in place.

Other Information

Your usage information is available by calling 1300 413 373 and asking our trained consultants.

Venus Telecom Customer Care contact details

Phone: 1300 413 373

Fax: 03 9012 7880

Email: care@venustelecom.com.au

Online: www.venustelecom.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.venustelecom.com.au/download/VT-Complaint-Handling-Process-Summary.pdf>

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: tio@tio.com.au

Fax: 1800 630 614

Online: www.tio.com.au

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

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