

# Critical Information Summary

## Action Telecom \$55 Fixed Line Plan

1 March, 2013

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### Information about the service

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

There is no minimum term.

The monthly access fee includes line rental, untimed local calls, untimed 13/1300 calls 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 in the form of an exit fee (except during any applicable cooling off period).

### Information about Pricing

The minimum monthly charge is the monthly access fee of \$55.00. 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 mobiles in Australia, are charged at 75c 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 \$55.00 every month as long as the telephone line is active with us.

There is an exit fee of \$99.00 or one month's notice in writing to cancel the service.

## Other Information

Your usage information is available by calling 1300 789 142 and asking our trained consultants.

## Action Telecom Customer Care contact details

Phone: 1300 789 142

Fax: 03 9012 4151

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

Online: [www.actiontelecom.com.au](http://www.actiontelecom.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.actiontelecom.com.au/download/AT-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