

# Critical Information Summary

## Spiral Communications \$109.95 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, all local calls, all non-local/National calls in Australia, all calls to mobiles 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.
- Offer is only available when monthly accounts are billed electronically and paid by direct debit
- Services are provided under our Standard Form of Agreement – see our website
- No Early termination charge applies

### Information about Pricing

The minimum monthly charge is the monthly access fee of \$109.95. 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 30c per call untime. 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 \$109.95 every month as long as the telephone line is active with us.

There is no early termination charge.

## Other Information

Your usage information is available by calling 1300 559 069 and asking our trained consultants.

## Spiral Communications Customer Care contact details:

Phone: 1300 559 069

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

Fax: 03 8672 7635

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

Postal: PO BOX 6153, Point Cook, Vic, 3030

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.spiralcommunications.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