

**Ourtel would like to take this opportunity to welcome you and to say thank you for joining us.** Our dedicated team strives to provide the best Customer Support in the industry. When you call to speak with our staff, we promise you will not be placed in lengthy queues.

**The offer you have agreed to transfer to Ourtel is outlined in this letter.**

Because we know that Happy Customers are Loyal Customers, and we want you to be happy: we will continue to stay one step ahead of the competition, always sourcing new and exciting offers for you!

If someone calls you from another provider saying that they can save you crazy amounts on your bill, please call us first before you make any decisions. We are always happy to analyze any offer, to make sure you are on the best available plan with us! We want you to remain a valued customer of Ourtel.

If you encounter any service difficulties or faults then you simply need to contact us and we will arrange the appropriate technicians and linesmen to get your problem fixed ASAP. Just call us. We do the lot! Your Ourtel package has been outlined on the following pages. If you have any queries or feedback, or simply want to discuss your plan further, please don't hesitate to give us a call on 1300 605 955.

We once again thank you for joining us!

Regards,  
The Welcome Team



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



**Mail to:**  
Locked Bag 3, South Melbourne  
VIC 3205



**Call us on:**  
1300 605 955



**Registered Address:**  
Level 10, 452 Flinders St,  
Melbourne VIC 3000

### IMPORTANT NOTICE TO THE CONSUMER

You have a right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement.

Our Financial Hardship policy is available on our website, by post or by calling us on 1300 605 955 for details.

Phone: 1300 605 955 | Fax: 03 9012 4440  
Email: [care@customercareteam.com.au](mailto:care@customercareteam.com.au) | Web: [www.ourtel.com.au](http://www.ourtel.com.au)  
Southern Cross Telco Pty. Ltd. trading as Ourtel