

# Critical Information Summary

## XLN Telecom \$35 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 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 \$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 35c per call untimed. Non-local calls to Australian landlines, and calls to mobiles in Australia, are charged at 40c each minute with a 40c connection per call. Calls to 13/1300 numbers are charged at 35c 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 \$35.00 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 874 427 and asking our trained consultants.

## XLN Telecom Customer Care contact details

Phone: 1300 874 427

Fax: 03 901 8 4348

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

Online: [www.xlntelecom.com.au](http://www.xlntelecom.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.xlntelecom.com.au/download/XLN-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