



TELCELLO

CUSTOMER SERVICE: 1300 368 168
Anytime of the day or night dedicated Small Business support specialists.
Flexibility to downgrade/upgrade your plan at no extra cost.

Critical Information Summary

Telcelo Business Complete 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 not part of a product bundle, and you must supply your own handset/s.

Minimum term is 12 months.

The monthly access fee includes line rental, local calls and national calls. 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 (except during any applicable cooling off period).

Information about Pricing

The minimum monthly charge is the monthly access fee of \$71.45. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Calls to mobiles in Australia are charged at \$0.32 per minute or \$0.24 per minute (with 24 months contract and Direct Debit) or \$0.72 per call untimed. Calls to 13/1300 numbers are charged at \$0.33 per call untimed. No Flagfall is charged on any calls. Charges for international calls vary by location – check our website for current details. 1900 and other premium service calls are subject to varying charges – check before dialing.

The minimum total plan cost is \$857.34 over 12 months.

The early termination charge is \$275

Other Information

Your usage information is available by calling 1300 368 168 and asking our trained consultants.

Telcelo Customer Care contact details:

Phone: 1300 368 168 **Email:** custcare@telcelo.com.au **Fax:** 1300 368 880

Online: www.telcelo.com.au **Postal:** Melbourne Bourke Street, PO Box 24248, Melbourne, Vic. 3001

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://telcelo.com.au/telcelo-plan-complaints.html>

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