

# Critical Information Summary

## Speed Telecom \$55 Fixed Line Plan

18<sup>th</sup> Sep, 2013

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### Service Information:

This is a fixed line home telephone service 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.

The Minimum Contract term is 24 months.

The monthly access fee includes Line Rental, calls to local, Non-local/National and 1800 numbers in Australia. 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 fee applies (except during any applicable cooling off period).

### Pricing information:

The minimum monthly charge is the monthly access fee of \$55.00. The maximum monthly charge depends on the number and type of calls made that are not included in the monthly access fee. Calls to Mobile numbers in Australia are charged at 99c per call untimed. Calls to 13/1300 numbers are charged at 33c 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 \$1,320.00 over 24 months.

The early termination fee (ETF) is \$199.00.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 885 925

### Speed Telecom Customer Care contact details:

Phone: 1300 885 925

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

Fax: 03 9012 4141

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

Postal: Locked Bag 3, South Melbourne, VIC 3205

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### 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.speedtelecom.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