

## CRITICAL INFORMATION SUMMARY

### PLAN 1800 BASIC PLAN

**(\$9.99)**

#### INFORMATION ABOUT THE SERVICE

This summary gives you the important information that you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

#### MINIMUM TERM:

No Minimum Term

#### WHAT'S INCLUDED?

The monthly fee of \$9.99 covers the following:

- Free 25 minutes
- Call routing

#### WHAT'S NOT INCLUDED?

- No 1800 number
- No contract

#### INFORMATION ABOUT PRICING

Minimum monthly charge is \$9.99

#### EARLY TERMINATION CHARGE

There is termination charge of \$75 for the Basic Plan.

#### BASIC PLAN \$9.99 for 1800 NUMBER

<b>Free Minutes</b>	<b>25 Minutes</b>
<b>1800 Number Included</b>	<b>No</b>
<b>Contract</b>	<b>No</b>
<b>Call Rates</b>	
<b>Local Calls to Landline</b>	<b>12c</b>
<b>National Calls to Landline</b>	<b>13c</b>
<b>Mobile to Landline</b>	<b>23c</b>
<b>Landline to Mobile</b>	<b>23c</b>
<b>Mobile to Mobile</b>	<b>23c</b>
<b>Free Minutes</b>	<b>25 Minutes</b>

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## OTHER INFORMATION

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### Full Terms

Information and pricing is correct at the time of printing. All pricing is inclusive of GST. Visit [www.vtelecom.com.au/index.php/term-andconditions](http://www.vtelecom.com.au/index.php/term-andconditions) to view the detailed Standard Terms and Conditions provided for all our products and services.

### Usage Information

For information about your current usage levels, please contact Customer Service by calling 1800 VTELECOM (1800-883-532), or visit [www.vtelecom.com.au](http://www.vtelecom.com.au) and enter Customer Login.

### Billing

The pricing in this Critical Information Summary are for the full billing cycle but your first bill may include prorate charges for part of the month if you have started a plan part way through a billing period. Refer to the "Important information about your first bill" section below for more information.

### Important Information about your first bill

When you commence a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

### Email Billing

V Telecom is committed to reducing our environmental footprint, and therefore email billing is our default method of billing. Paper bill may be received as an option for an additional \$4.00 inclusive of GST. To opt for paper billing, please call 1800-VTELECOM (1800-883-532).

### Connection Charges & Connection Timeframes

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit [www.vtelecom.com.au/index.php/term-andconditions](http://www.vtelecom.com.au/index.php/term-andconditions) for our Phone Connection Charges and Timeframes.

### Contact Us

We are dedicated to customer service excellence. 1800-VTELECOM (1800-883-532)

### Complaints or Disputes

For queries, technical difficulties and other complaints, please find complete contact details on our website: [vtelecom.com.au](http://vtelecom.com.au).

### Further Investigation

If you are not satisfied with the service that you have received from us, please inform us as soon as possible. If we are unable to resolve the issue, you may then seek assistance from the Telecommunications Ombudsman (TIO). The TIO will only investigate your complaint once you have already attempted to resolve your issue with V Telecom. The TIO may be contacted by visiting their website at [www.tio.com.au](http://www.tio.com.au) or via telephone at 1800-062-058.