



Critical Information Summary

Information about the Service

The pay as you go \$9.99 plan could be added to any of the ADSL plan for Domestic and Medium Scale Enterprise consumers. This plan includes the line rental and calls made are charged on top of \$9.99 as per the terms of business, specified in our Standard Form of Agreement; SFOA. VOIP calling options are entirely disabled for this plan.

Category	Description
Contract Term	Offered services are contracted for a minimum of 24 months -(2 Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.

Information About Pricing:

Monthly Access Fee	\$9.99
Total Minimum Cost over 24 Months	\$239.76
Pro Rata Charges	Apply - for contracted plans
Data Included	Local Calls are charged at 20 c per call. Calls to mobiles in Australia are charged at 30 c per minute. National calls are charged at 15 c per minute. Calls to 13/1300 numbers are charged at 40 c per call
Cancellation/Termination Fee	\$199.00 including GST-per service

Other Information:

- Offer available to approved customers only.
 - Services are provided under our Terms of Business – see our website
 - The One time Set-up fee of \$149 for the first line and \$25 for every additional line is added on your first months invoice
 - Pro Rata charges are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month’s rental in advance
 - Early termination fees apply; except during any applicable cooling off period.
- Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee - "ETF" of \$199 applies - per service.
- A monthly charge of \$2.95 Inc. GST applies for Paper Bills.
 - A monthly charge of \$5 Inc. GST applies for non direct debit payment.
 - To qualify for this plan you must be the legal lessee of the telephone line.

Assistance:

For any assistance with any of the above and /or clarifications on your service, usage, billing, technical Support, pre or post sales enquires please visit <http://noveltelecom.com.au> or call us/request a call back on 61 1300 317 517

Contact hours: **Monday to Friday:** 11am to 8pm (AEST)

Novel Telecom Customer Care Contact Details:

Phone: 61 1300 317 517

Email: info@noveltelecom.com.au

Online: www.noveltelecom.com.au

Postal: PO Box 364, Woodville SA 5011

Contact Hours: 11am to 8pm (AEST) Monday to Friday

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://noveltelecom.com.au>

Telecommunications Industry Ombudsman (TIO) Contact details:

Phone: 1800062058

Email: tio@tio.com.au

Fax: 1800630614

Online: www.tio.com.au

Postal: PO Box 267, Collins Street West, VIC8007

Contact Hours 9am to 5:30pm (AEST) Monday to Friday