

Critical Information Summary

Information about the service

The Service: All inbound 13/130/1800 numbers.

Minimum term:

The service is available with a minimum term of 12 months.

Important conditions:

All bills are delivered by email and Direct Debit from either a bank account or credit card is required. Please contact us for further information.

Information about pricing

Minimum monthly charge:

	12 months
Minimum monthly charge	\$6.95
Minimum charge for entire term	\$83.40

- All prices quoted are inclusive of GST

Early termination charges:

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an \$129 Early Termination Fee.

Unit Pricing Information:

Originating Number	Terminating Number	Price Per Min
Local Landline (1st 15 Min Free)	Landline	\$0.09
National Landline	Landline	\$0.09
Mobile	Landline	\$0.16
Landline	Mobile	\$0.20
Mobile	Mobile	\$0.20

- You will be billed in per minute increments.

Other information

Usage information:

You can monitor your usage at www.selectel.com.au

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 08 7123 2762 or by sending an email to support@selectel.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.