



Critical Information Summaries

HOME LSM Phone Plan.

1- INFORMATION ABOUT THE SERVICE

A - Description of the Service

This is a Fixed Telephone Service that including monthly unlimited call to local, national fixed line and any mobile network in Australia.

B - Minimum Term

This is a 24 month contract plan if you are a new customer. Please see Minimum Total Cost applicable for the plan in the Information about pricing section. Early termination fees apply.

C - Bundling arrangements

You don't need to bundle this plan with any other TexcelTel Service. However, you might be able to get additional discounts if you have another TexcelTel Service.

D - Equipment needs

You need a compatible telephone handset to use this service.

E - CSG Waiver

The standard Monthly Charge and Setup pricing stated in the Information about pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG)

2- INFORMATION ABOUT PRICING

A - Minimum monthly charge

\$84.95 per month.

B - Usage fees

Local Call	Unlimited (Fair use policy applied)
STD Call	Unlimited (Fair use policy applied)
Call to Mobiles	Unlimited (Fair use policy applied)
Call to 13/1300 number	39 cents per call
Call to 18/1800 number	Free
Minimum cost on months contract	\$2038.80

C - Early Termination Fee

The early termination fee for this plan is \$189.00.

D - Plan changes

If you change your plan during your contract term a plan change fee may apply. Contact Customer Service number 1300 881 482 if you would like further information.

3- OTHER INFORMATION**A - Tracking your spend**

You may be able to track your phone unbilled usage by visiting texceltel.com/myaccount. If you are unable to do this you can contact our Customer Service team for information on your usage status.

B - Customer Service

You can call 1300 881 482 for assistance on your account balance, usage status, payment details and other information at any time. For other assistance and account information, see texceltel.com/contactus.

C - Customer complaints

You can contact our complaint resolution area by calling us on 1300 881 482. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.

D- Priority Assistant

Please be advice that we do not offer Priority Assistant for this service.