



CUSTOMER SERVICE: 1300 317 517

Anytime of the day or night dedicated Small Business support specialists. Flexibility to downgrade/upgrade your plan at no extra cost.

## Critical Information Summary

### Novel Platinum

1 March, 2013

### Information about the service

This service is a fixed line telephone 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. Minimum term is 12 months.

The monthly access fee includes line rental. 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 charge applies (except during any applicable cooling off period).

### Information about Pricing

The minimum monthly charge is the monthly access fee of \$35.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

-Local Calls	22c per call	-National Included Pack	\$15	-Local PSTN Data Calls	Local PSTN data calls 27.50c per call
-National Calls	82.5c per call	-Local Included Pack	\$25	-Contract Term	12/24 months
-National Extra	N/A	-FTM Included Pack	\$25	-Minimum Contract Fee	\$420.00 (12months)/ \$840.00 (24months)
-Fixed to Mobiles	31.9c per minute	-Flagfall	30c on timed calls		
-Fixed to Mobiles Extra	N/A				

The minimum total plan cost is \$420.00 over 12 months & \$840.00 over 24 months.

The early termination charge is \$275

### Other Information

Your usage information is available by calling 1300 136 954 and asking our friendly customer service.

**Novel Telecom Customer Care contact details:**

Phone: 1300 317 517 Email: [info@noveltelecom.com.au](mailto:info@noveltelecom.com.au)

Online: <http://noveltelecom.com.au/complaint-policy.html> Postal: PO Box 364 Woodville SA 5011

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

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/complaint-policy.html>

### TIO (Telecommunications Industry Ombudsman) contact details:

If in any case customers are not satisfied with Xoom telecom Conduct and feel that the internal dispute resolution process has not resolved the issue consumers can contact the Telecommunications Industry Ombudsman (TIO) on the below details Hotline for Complaints and Enquires: 1800 062 058 Hours of operation are 9am-5pm AEST Monday-Friday Online complaint form can be lodged on the TIO website: [www.tio.com.au](http://www.tio.com.au) under the About Us Page