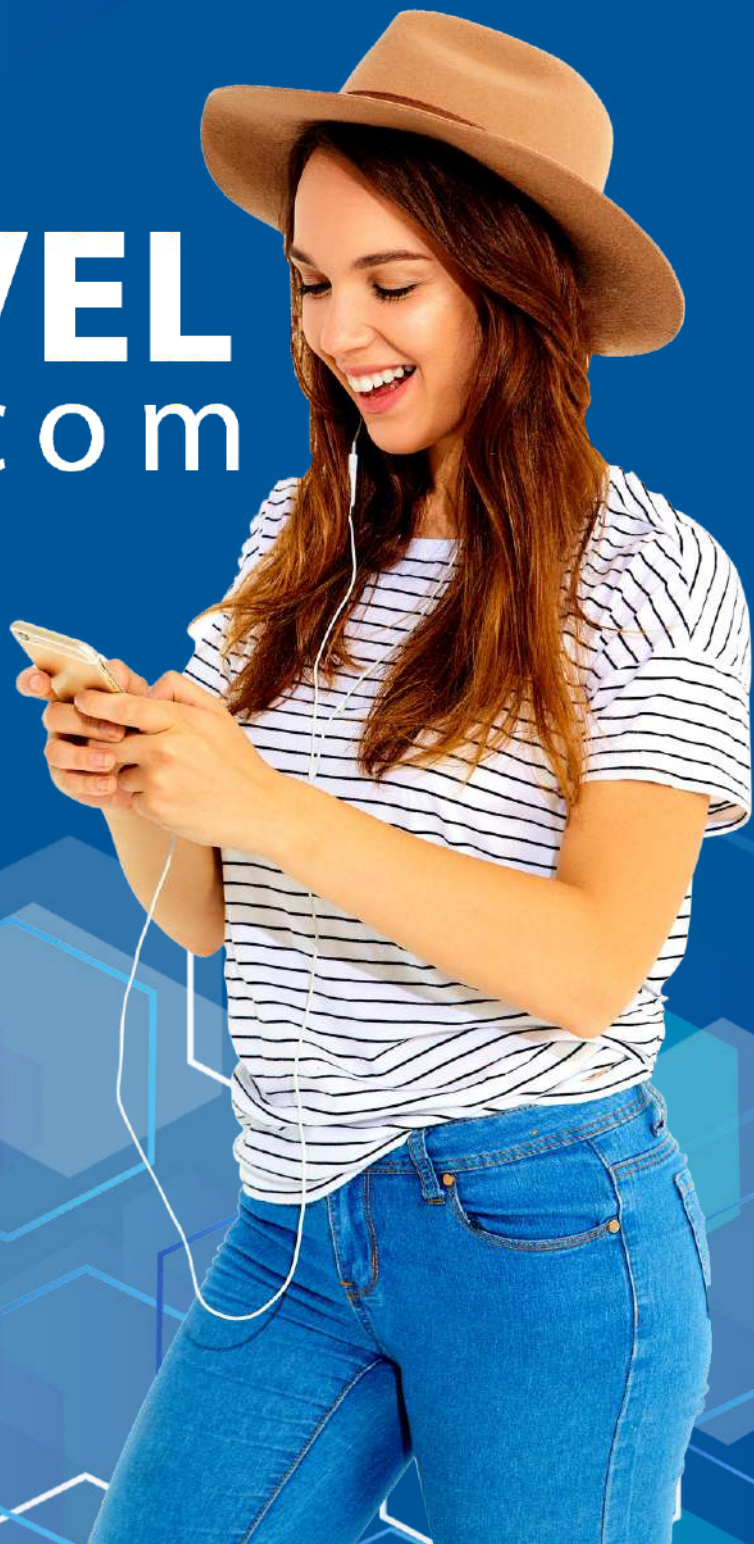




**NOVEL**  
telecom



Customer Services: **61 1300 317 517**

Flexibility to downgrade/upgrade your plan at no extra cost.

## Critical Information Summary

### Plan 99 Fixed Line Plan



#### 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 or 24 months.

The monthly access fee includes line rental, local, national and fixed to mobile calls. 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).

Payment through Direct Debit Only.

#### Information About Pricing:

The minimum monthly charge is the monthly access fee of \$99.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Local Calls, National Calls and Calls to mobiles are included in the monthly access fee. Calls to 13/1300 numbers are charged at \$0.45 per call untimed. Flag fall are charged at \$0.35 (International ONLY) on timed calls. Charges for international calls vary by location – check our website for current details. 1900 and other premium service calls are subject to varying charges – check before dialing.

The minimum total plan cost is \$1188 over 12 months and \$2376 over 24 months.

The early termination charge is \$250.

## Other Information:

Your usage information is available by calling 61 1300 317 517 and asking our trained consultants.

### Novel Telecom Customer Care Contact Details:

**Phone:** 61 1300 317 517  
**Email:** [info@noveltelecom.com.au](mailto:info@noveltelecom.com.au)  
**Online:** [www.noveltelecom.com.au](http://www.noveltelecom.com.au)  
**Postal:** PO Box 364  
Woodville SA 5011  
**Contact Hours:** 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](mailto:tio@tio.com.au)  
**Fax:** 1800630614  
**Online:** [www.tio.com.au](http://www.tio.com.au)  
**Postal:** POBox267, Collins Street West, VIC8007  
**Contact Hours** 9am to 5:30pm (AEST) Monday to Friday