



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Multiline** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid ISDN landline service on Optus network. It gives you access to our network, a block of phone numbers, and lets you make and receive calls from your landline to other landlines and mobile phones

Multiline services are only available in selected exchanges. In order to activate the service, all addresses must be qualified for service access which means that a presales qualification will be carried out before the order is processed.

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service.

### MINIMUM TERM

The minimum term of the plan is **12 months**.

### What's Included and Excluded?

Your monthly access fee provides access to the service, but excludes all calls.

Additional charges apply for all other call types.

### Information about pricing.

The monthly charge depends on the number of channels per service and is only available in an onnet area.

Monthly Access (Per channel) is **\$25**. Multiline is only available in certain areas.

These are the main charges for your calls:

- **Calls to Local numbers: 11¢ per min**
- **Calls to National numbers: 8.8¢ per min**
- **Calls to mobile: 26.4¢ per min**
- **Calls to 1300 Numbers: 33c flat rate**

## CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see [www.roctel.com.au](http://www.roctel.com.au)

## CONNECTION CHARGES

A connection fee of **\$100** per channel will apply for a 12 month contract and FREE for 24 month contract .

## EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee comprised of your total monthly access fee multiplied by the number of months remaining in your contract.

## Other Information

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

## WE'RE HERE TO HELP

If you have any questions, just call us on **1800 ROCTEL (762835)** so we can serve you better. Or you can visit us at [www.roctel.com.au](http://www.roctel.com.au) for additional information, including to access information about your usage of the service.

## COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.roctel.com.au](http://www.roctel.com.au) You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

All prices Inc GST

 **1800 ROCTEL (762835)**

 **customerservice@roctel.com.au**

 **www.roctel.com.au**

# ROCTEL