

1 March, 2013

## Critical Information Summary

### Xoom Unlimited

#### 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 / 24 months.

The monthly access fee includes line rental, local calls and national 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 of \$275 applies (except during any applicable cooling off period)

#### Information about Pricing

The minimum monthly charge is the monthly access fee of \$87.95. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

Local calls are included in the monthly access fee. National calls are included in the monthly access fee. Calls to Australian Mobiles are charged at 44c per call. Calls to 13/1300 numbers are charged at 0.33 c per call untime. No Flagfall is charged on any calls. Charges for international calls vary by location-see 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 \$1055.40 over 12 months & \$2110.80 over 24 months

#### Other Information

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

**Xoom Telecom Customer Care contact details:**

Phone: 1300 136 954 Email: [info@xoomtelecom.com.au](mailto:info@xoomtelecom.com.au) Fax: 08 8219 9916

Online: <http://xoomtelecom.com.au/complaint-policy.html> Postal: PO Box 18117 Melbourne Vic 3001

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://xoomtelecom.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