

# Logitel Pty Ltd

## Critical Information Summary

### **Logitel Residential Mobile Services via the Optus network**

#### **Unlimited calls + Data Plans**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Valid as of April, 2016.

#### **Information About The Service**

##### *The service:*

This is a sim only Logitel “Unlimited Calls plus data” service on Optus network. Service is on month to month plan basis.

##### *Bundling:*

This is a standalone service and need not to be bundled with any other product.

##### *BYO Device*

A compatible device is required to gain access to the service, and is required to be operated inside the coverage area. For more information on device requirements and coverage is available here: [http://www.logitel.com.au/cell/Optus\\_coverage\\_map.php](http://www.logitel.com.au/cell/Optus_coverage_map.php)

For more information on device requirements please contact the Logitel customer service team on 1300 301 428.

##### *Minimum term:*

The service is available with a minimum term of 1 month.

##### *Information About Pricing*

Your service is billed on the same day every month, including charges for the minimum monthly cost, the month in advance, and any excess or non-included usage incurred for the full month prior. Services that are paid by Credit card or by the nominated bank account for direct debit. The debit will be made on 7<sup>th</sup> of each month (adjustable in case of public holiday in Victoria). Before the direct debit, Payment can be made via B Pay to avoid these fees. The first month and final month are billed pro-rata for the invoice period. For example, if your service is activated halfway through the month, you will only be charged for the half the month with half the allotted allowance and vice versa.

##### *Each Month you get:*

Minimum Monthly Charge	\$39.00	\$49.00
Included Data	2.5 GB	6 GB

##### *What is included:*

The Unlimited National talk allowance can be used to make calls in Australia to Australian Fixed lines & Mobile numbers, calls to 13, 1300 & 1800 numbers, retrieve voicemail messages, and activate a National call diversion. The included unlimited National SMS and MMS allowance can be used in Australia to send SMS and MMS to Australian Mobile numbers in Australia. The included National Data allowance can be used in Australia to access the internet from a compatible device

### *What is not included:*

The Unlimited National talk, SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); Premium Calls to 190X or 0055 services, Premium SMS/MSS to numbers starting with '191', '193 - '197' and '199', Premium/Paid content, content packs, directory assistance or any other content services or charges. The included National Data allowance cannot be used whilst overseas

### *Comparison Rates*

Standard Usage Charges (including GST)

2 Minute Standard Call to Optus Mobile	Unlimited
2 Minute Standard Call to Other Mobile and Fixed line	Unlimited
Standard Text message (160 characters)	Unlimited
Excess National Data per 1GB	\$15

This is a summary only, for full details on the rates please visit [http://www.logitel.com.au/residential\\_optus\\_mobile.php](http://www.logitel.com.au/residential_optus_mobile.php)

### *Sim Activation Charge*

A once off \$20 Sim activation charges (including the postage charges) will be applied.

### *Early termination charges:*

There is no early termination charge for the service. However the month in which the service is cancelled will need to be paid. You can cancel a service by giving us a 30 days notice in advance.

### *Payment Processing Fees*

A \$2.50 fee will be charged for each payment if you choose to pay by Aus Post. A \$1.10 surcharge will be added each month if you choose to pay by Direct Debit from a bank account and/or credit card. All other payment methods do not have processing fees.

### *Paper Invoice Fee*

A \$2.80 paper invoice fee will be charged each month if you choose to receive a paper bill.

### *CSG Waiver Policy*

BY choosing this plan you are agreeing to waive your Customer Service Guarantee (CSG) rights. Detail for the waiver has been provided with the online application form that has been filled.

### *Plan Changes*

Plan can be upgraded or downgraded with at least one week notice before the end of the billing period. Any requests made during the month will be completed upon the start of the new month.

## **Other Information**

### *Usage information:*

Service cannot be used overseas. Monthly allowance cannot be rolled over. You can monitor your usage at <http://myaccount.logitel.com.au/> or by calling us on 1300 304 128

### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 304 128 or by sending an email to [customer.support@logitel.com.au](mailto:customer.support@logitel.com.au) if you have any questions, would like to give feedback or complain.

### *Telecommunications Industry Ombudsman (TIO):*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>