



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Cybertel Live Operator** plans. It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

The minimum term of the plan is **3 months**.

INFORMATION ABOUT PRICING

	Simplex
Set Up Charge	\$99
Monthly Charge	\$60
Messages	\$1.60 per messages

All pricing is inc GST.
For full Cybertel Service Terms and Conditions, please see our website.

Connection Charge

Set Up: \$99

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the first 3 months, the full monthly fee for the remaining months will be charged. A maximum total of \$279. For cancellation any time after the third month, there is no penalty.

OTHER INFORMATION

Billing

We will bill you in advance for the minimum monthly charge. Your calls will be billed in arrears. 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 and your connection fee.

We're here to help

Cybertel Telecom is a boutique Telco and we pride ourselves on personalized service and outstanding customer care. If we have not provided the knowledge or support you expect, we want to know about it so we can do better.

If you have any questions, just call us on 1300 763 201 so we can serve you better. You can also visit us at www.cybertel.net.au for additional information, including to access information about your usage of the service.

Complaints

Any complaints or feedback you have for us can be sent via email to customerservice@cybertel.net.au.

The quickest way to resolve your complaint is by speaking with one of our consultants. If they are unable to solve your problem, a manager will take responsibility for your issue. Should you wish to speak to a team member about your complaint, please phone 1300 763 201 8.30am – 5.30pm Mon – Fri.

If you wish to lodge a written complaint you can send correspondence to customerservice@cybertel.net.au

Or

Cybertel Telecom Customer Relations
PO Box 502
CLEVELAND QLD 4163

Cybertel aim to respond to your complaint within 48 hours and resolve complaints within 10 working days of receipt of the complaint.

If your complaint is not resolved and you would like it investigated further, we will be escalated to a Senior Case Manager.

To ensure your complaint is resolved, we may need to contact you to find out more information and to discuss the matter with you. We ask, while your complaint is being investigated, that amounts that are not in dispute are paid on time. Should your matter require extra time to resolve, we will discuss this with you and provide you with updates.

If you are not satisfied with the case review of your complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist, after you have spoken with us.

To lodge a complaint with the TIO you can call 1800 062 058 or write to:

TIO
PO Box 276
Collins St West VIC 8007