



Critical Information Summary

VeeTel Override

Information about the Service

This service is used to override your current long distance provider to make calls with VeeTel. This can be done by dialing 4 digits before the numbers you wish to call. The override may be used for Local, National, International and Calls to Mobile. You can remain with your provider for the line rental and use VeeTel for the Override.

- No Bundling required
- Your Long distance call service must be active with your current service provider.
- No commitment – month to month call charges.
- The override connection may fail due to network duplication or your line service is not compatible with the network

Information About Pricing

No Minimum spend

Charges only apply if the override access is used to make the following calls:

- Local calls: 19.8 cents each
- National calls: 13.2 cents per minute or \$1.98 Cap for the first hours, anytime of the day
- Calls to Mobiles: 29.7 cents per minute*
- International rates: <http://veetel.com.au/rates.html>

A standard connection fee of 38.5 cents applies to all calls except local. Calls to mobiles are to Australia mobiles only.

Other Information

To obtain your Calls usage please contact VeeTel customer Service on 1300 833 835 during business hours or email enquiries@veetel.com.au

If you have any concerns about the service we are providing to you, you should contact us immediately:

Customer Service Enquiries

1300 833 835
+61 2 9344 1600 (Outside Australia)

Email Enquires

enquiries@veetel.com.au

Fax number

02 9314 1717

Postal address

VeeTel Pty Ltd
Locked Bag 9004
Maroubra NSW 2035

If you are not satisfied with our complaint handling process and you have communicated your concerns with a senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

The full terms and conditions for this service are available at <http://veetel.com.au/terms-and-conditions.html>