

## Information About the Service

This offer includes both Home Land Line subscription, which provides the use of a land-line as well as a broadband ADSL2+ or ADSL1 Internet connection. This service is a bundled service, therefore both services must be active in order to receive this offer.

### Availability

Most areas are ADSL capable, however there are factors outside our control that may reduce your ability to subscribe to the service. To ensure your connection, several tests are done once you have provided your telephone number to us, or when you are ordering a new bundled service; when we receive your new phone number from our supplier.

### Bundling Arrangements

You must ensure both the Telephone (local and long distance) and broadband services remain with Planet Ozi to retain the rates in this offer. If you cancel or port a service away, you may be subject to an early termination fee and your remaining service will be changed to a stand-alone plan which may cost more than the bundled equivalent.

### Minimum Term

This plan is available on a No Contract term as well as a 12-month or 24-month contract term, and discounts are applied on the setup and/or hardware on longer terms.

## Information About Pricing

### Monthly Charge

The minimum monthly charge under this offer is **\$69.95 per month**. This does not include any usage charges associated with the services provided for example; local calls or national calls or prepaid data that may be purchased in addition to the normal recurring charges. This equates to \$0.28 for 1 Gigabyte of data on this offer.

### Your Call Charges

These are the main charges for calls under your residential telephone line;

### Your Monthly Data Allowance

You receive **250GB** (1GB = Gigabyte which is made up of 1000 Megabytes) of data on each monthly billing cycle. There are no peak/off-peak restrictions on your plan and no excess usage charges apply.

Should you exceed your monthly download limit your connection will be shaped to 256kps/256kps for the remainder of your billing period.

### Broadband Speeds

Planet Ozi ADSL plans provide a maximum download speed of up to 20Mbit to eligible customers in selected areas (ADSL) but average speeds will be lower.

Actual speeds will vary due to a number of factors such as distance from the exchange, the network connecting the exchange to your equipment, software and internet traffic.

### Special Promotions & Value Added Services

This summary doesn't include any special promotions or extra value added services (such as a Static IP) that you may select or add to your package.

CALL TYPE	PRICING DETAILS
Local Calls	\$0.20 per call
National Calls	\$0.11 per minute discounted to \$1.98 per 2 hours
13/1300 Calls	\$0.45 per call
1800 Calls	\$0.00 per call
Mobile Calls	\$0.30 per minute \$0.22 flag fall

These call types exclude some usage for example; national calls doesn't include calls to premium rate numbers (e.g. 19xx), 1234 and other premium rate

services. Please check our website for the latest rates as these may change from time to time.

### International Rates

International rates can vary from time to time, we ensure that the website is up-to date with International rates at all times. For more details on the current International rates please see download the International Rate PDF located on; <http://home.planetozi.com.au/land-line/>

### Connection Charges

The following connection charges apply to a new service where a home line is not currently active. A connection charge applies to connect your home phone service:

Telephone line without a technical visit:	\$65.00
Telephone line with a technical visit:	\$135.00
New Telephone line connection:	\$329.00

### Changing Plans & Miscellaneous Charges

You can move to another Planet Ozi plan as your needs change, upgrading your current plan to that of a higher value plan is free, downgrades are charged on a once-off rate of \$22.00.

## Other Information

This section contains other information that you may use to gather usage, contact us or an external dispute resolution party for any complaints you may feel are uncompleted.

### Usage Information

You can access information as to your current usage at any time by logging into our Customer Access Toolkit at <http://cat.planetozi.com.au> or by clicking Customer Tools and then CAT from our website.

### Customer Service Contact Details

You can contact us for sales, billing and technical support on **1300 650 865** during business hours or by emailing us at [support@planetozi.com.au](mailto:support@planetozi.com.au).

### Dispute Resolution Process

If you are not satisfied with the outcome of your customer service request and wish to take the

ADSL Routers ordered incur a \$15.00 Postage and Handling Fee.

### Contracts and Early Termination Fees

This offer is available on 3 different contractual terms.

**No Contract:** Setup fee of \$99.00 applies, the service is strictly month-to-month and may be cancelled by you at any time. Minimum amount payable on this term is \$168.95.

**12 Month Contract:** No setup fees associated with this service. Minimum payable on this term is \$839.40.

**24 Month Contract:** No setup fees associated with this service, in addition a free Wireless ADSL Router may be obtained at time of order. Minimum payable on this term is \$1,678.80.

All contracted services have an early termination fee of \$129.00 if the service is canceled within the contracted period.

If the bundle is broken, the remaining product will be moved to the closest stand-alone plan and the early termination fee charged.

matter further, please follow the escalation process at <http://www.planetozi.com.au/complaints-policy/>

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for an independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting their website at [www.tio.com.au](http://www.tio.com.au).