

Information About the Service

This offer includes a Home Land Line subscription, which provides the use of a land-line to make and receive phone calls. This service is an included value offering which allows unlimited local, national and mobile calls within Australia.

Availability

This service is a standard Land Line (PSTN) service which is available in most areas nationally.

Full Service Arrangements

You must ensure both the Telephone components (local and long distance) remain with Planet Ozi to retain the rates in this offer. If you cancel or port a section of the service away, you may be subject to an early termination fee.

Minimum Term

This plan requires a minimum 12 month contract, with the total minimum spend over that period based at \$839.40. Not including any new line activation fees (if applicable).

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.

Information About Pricing

The below section includes information about the pricing and the usage rates associated with the services contained in this summary.

Monthly Charge

The minimum monthly charge under this offer is **\$69.95 per month**. This includes line rental, usage charges associated with the services provided for example; local calls, national calls, calls made to any mobile networks within Australia. This package does not include any call usage made to any 13/1300 numbers, or any other calls beside locals, National Calls and Mobile calls.

Changing Plans

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.

Your Call Charges

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

CALL TYPE	PRICING DETAILS
Local Calls	\$0.00 per call
National Calls	\$0.00 per call
13/1300 Calls	\$0.45 per call
1800 Calls	\$0.00 per call
Mobile Calls	\$0.00 per call

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

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. A connection charge applies to connect your home phone service:

Telephone line without a technical visit: \$66.00
Telephone line with a technical visit: \$99.00 - \$250.00
New Telephone line connection: \$150.00 - \$350.00

Contracts and Early Termination Fees

This offer is supplied with a contract of 12 Months. There are no setup where you are porting your existing phone number to Planet Ozi.

The contract has an early termination fee of \$100.00 pro-rata if the service is cancelled within the contracted period. Add-ons such as Message Bank or Silent Number are not contracted and provided on a month to month basis.

Other Information

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.

Dispute Resolution Process

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