

## 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.

### 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 \$720.00. Not including any new line activation fees (if applicable).

### Special Promotions & Value Added Services

This summary includes unlimited calls to all normal local and national fixed lines. Mobile, 1300 and International rates are charged at the same rate as all other PSTN plans with more information provided in the Information About Pricing section.

## 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 **\$60.00 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.

### 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	\$0.35 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.

### 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

### 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.

### 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 \$198.00 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](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 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).