

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 only on 12 months contracted term, and discounts are applied on the hardware.

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 **\$89.95 per month**. This does not include any usage charges associated with the services provided for example; international calls or prepaid data that may be purchased in addition to the normal recurring charges.

Your Monthly Data Allowance

You receive **Unlimited GB** (1GB = Gigabyte which is made up of 1024 Megabytes) of data on your each month. There are no peak/off-peak restrictions on your plan and no excess usage charges apply.

Should you wish to upgrade your plan you may do so by contacting us during support hours.

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 includes unlimited calls to all normal local, national, calls to mobile and fixed lines. 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.

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	\$0.00 per minute

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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

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/>

Changing Plans

This plan is provisioned on a single and unique network. By changing your plans it means we will have to switch you over to another network which will occur a termination fees of the current network and activating of the new network. You can move to another Planet Ozi plan as your needs change. This fee is charged on a once-off rate of \$189.00.

Contracts and Early Termination Fees

This offer is available on one contractual terms

12 Month Contract: No setup fees associated with this service.

All Broadband services have an early termination fee of \$250.00 for the ADSL component, this is calculated pro-rata for the remainder of the contract. The Telephony service has a \$100 early termination fee which is calculated pro-rata for the remainder of the contract.

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.