Information About the Service

This is a dialup service which utilizes your phone line to make a data over voice phone call to obtain internet access. Therefore you will need an active phone line, a dialup modem and you will also need to have the ability to call 0198 numbers from your phone provider. These are charged at local call rates within 97% of Australia.

Availability

Dialup internet is available within 97% of Australia, however some areas may have stability problems or can be charged higher than local calls. If you have any queries about the call rates from your destination, please call us so we can investigate this for you.

Minimum Term

There is no minimum term for this offer, it is provided on a month-to-month basis.

Your Monthly Data Allowance

You receive an **unlimited** amount of data each month.

You cannot use prepaid plans in conjunction with this plan, however you can change to a prepaid plan at any time.

Dialup Speeds

Dialup is provided on 56k dialup ports, however there are limitations outside our control that can slow this speed down. Long phone lines, interference on the phone line (such as noise and crackling) can cause slower speeds or disconnections.

Digital dialup (ISDN) is available however these plans are tailored to suit end user's needs, these are available on 64k and 128k speeds. Please contact us if you would like more information.

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.

Telephone Line Requirement

All Dialup Services require an active telephone line to provide Internet services to the premises. This offer can be taken with either a pre-existing Planet Ozi phone line or an alternative carrier's phone line. Please be aware though that the phone line must stay active for the service to be provided.

Should the phone line portion of the service (even with another carrier) be terminated the Dialup service will cease to function, however we will not be notified of such a change, so you will need to contact us so we may correct any potential billing changes.

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 **$17.95 per month**.

Connection Charges

There are no setup or connection charges for Dialup services.

Changing Plans

You are able to change your plan at any time, please be aware though that any changes will incur a pro-rata calculation on your next invoice from the day of change.

Contracts and Early Termination Fees

There is no contract offered on our dialup offers as these are all provided month-to-month. Please be aware though that months consumed are not refundable.

Should you wish to cancel this subscription, please ensure you contact us in writing at least seven (7) days prior to your next billing period.

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.