

## Information About the Service

This offer is for a VoIP service, which is provided using SIP technology. This works with most VoIP adapters and product suites. You will require a broadband connection to utilize this service.

### Availability

This service requires a Planet Ozi Broadband connection in order to be ordered or activated.

In some areas we may be able to port or churn your existing land line to your VoIP service however you will need to contact us for information on this process.

### Full Service Arrangements

If you port your number to Planet Ozi, you will not be able to utilize another carrier for long distance calls or over-rides due to the way the VoIP network operates.

### Minimum Term

This service doesn't have a minimum term, it is provided month to month.

### 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.

### Bundling Requirement

This offer requires an active Planet Ozi broadband subscription, if the broadband component is removed from this bundle this subscription may be cancelled.

We will contact you to discuss options in the event that this becomes likely.

## 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 **\$14.95 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.

### 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	\$0.19 per minute (\$0.38 for 2mins)

These call types exclude some usage for example; national calls doesn't include calls to premium rate numbers (e.g. 19xx). Some calls also do not function on the VoIP network, such as call redirection services and short-code numbers.

### 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/voip/>

### Connection Charges

There are no setup fees or connection charges for this service. Simple ports of land lines mostly are free of charge, however if there are complications or issues with the port which causes it to become a complex port charges may apply. We will let you know of any potential charges before the order is completed.

## 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).

### Changing Plans

You can migrate to any of the VoIP plans as your needs change, please be aware that the recurring charges will be calculated on a pro-rata basis on your next invoice.

### Contracts and Early Termination Fees

This offer is not on a contract and there are no early termination fees as this offer is provided on a month-to-month basis.

A valid Planet Ozi Broadband service is required for this service, fees will be incurred if this product is unbundled from the ADSL or NBN subscription.