Critical Information Summary

ADSL2+ 25GB Standalone Home 1

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.

Minimum Term

This plan is available on a No Contract term as well as a 6 month, 12 month or 24 month contracted term, and discounts are applied on the setup and/or hardware on longer terms.

Your Monthly Data Allowance

You receive **25GB** (1GB = Gigabyte which is made up of 1000 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 exceed your monthly download limit your connection will be shaped to 72kps/72kps for the remainder of your billing period.

Should you wish to upgrade your plan or purchase prepaid data 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 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 ADSL Services require an active telephone line to provide DSL 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 ADSL service is also automatically terminated at the exchange.

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 **$49.95 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.

This equates to $1.99 for 1 Gigabyte of data on this offer.

Connection Charges

The connection charges for an ADSL service depends on the length of contract selected, more information is found in the next heading Contracts and Termination Fees.

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 available on 4 different contractual terms.

No Contract: Setup fee of $220.00 applies, the service is strictly month-to month and may be cancelled by you at any time. Minimum payable on this term is $269.95.

6 Month Contract: Setup fee of $99 applies for all new broadband services. Minimum payable on this term is $398.70.

12 Month Contract: No setup fees associated with this service. Minimum payable on this term is $599.40.

24 Month Contract: No setup fees associated with this service, in addition a free Single Port ADSL Router can be ordered or a discounted to $43 Wireless ADSL Router may be obtained at time of order. Minimum payable on this term is $1198.80.

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.

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.