Critical Information Summary

NBN Fibre 12Mbps/1Mbps 25GB

Information About the Service

This offer includes broadband services provided from the NBN Co network.

Minimum Term

All NBN plans are available on a 12 or 24 month contract.

Your Monthly Data Allowance

You receive **25GB** (1GB = Gigabyte which is made up of 1000 Megabytes) of data on your each month. Data uploaded and downloaded contribute towards your monthly quota.

Should you exceed your monthly quota 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.

Installation

There are two stages of connection when you connect to the NBN. We will organize an NBN connection appointment to your property on your behalf, we will also send a compatible router (should that be requested).

Included with the NBN appointment a standard NBN installation is included, however if your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional fees before starting work.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN and its location of installment.

Broadband Speeds

This broadband service on the NBN offers download line speeds up to **12Mbps** and upload speeds up to **1Mbps**.

Actual obtained speeds will be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded or uploaded, the number of users and performance of interconnecting infrastructure not owned by Planet Ozi.

Download speeds on devices connected via Wi-Fi or other wireless technologies may be slower than on devices connected directly by Ethernet cable.

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 Service & Power Outages

A voice service can be applied for via our VoIP product, there are a few different VoIP plans available and they should be investigated from our website.

Unlike some existing phone services, your phone and broadband services will not operate during a power failure. This means that you will not be able to make or receive calls, including calls to Emergency "000" services. Please consider the implications of this, especially if you have a back to base alarm system or personal response system that you would like via your telephone service on the NBN.

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 **$44.95 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.

Connection Charges

A connection fee is charged if you elect for a 12 month contract. The connection fee is **$59.00** and includes a standard NBN Co installation. If you require a non-standard NBN installation, a NBN Co representative will inform you of costs prior to installation.

The standard installation fee is provided for free on a 24 month contract.

Changing Plans

You can move to another Planet Ozi NBN plan as your needs change. All plan and speed changes involve a once off fee of $33.00. This charge is applied to the account once the plan has been upgraded.

Contracts and Early Termination Fees

This offer is available on 2 contracts.

12 Month Contract: A $59.00 standard NBN installation fee is applied to the setup of this service. The contract is the value of the recurring monthly amount multiplied by the remaining months on the contract. The minimum contracted amount over the 12 month contract is **$598.40** (including setup fee).

24 Month Contract: The standard $59 NBN installation fee is waived when a 24 month contract is elected. The contract is the value of the recurring monthly amount multiplied by the remaining months on the contract. The minimum contracted amount over the 24 month contract is **$1078.80** (including setup fee). The 24 month contract also includes a free Wireless Ethernet Router specifications on this device can be found on the Planet Ozi website.

Other Information

Incompatible Equipment

Most existing devices will be supported by a telephone service on the NBN. However some older landline telephone handsets (such as dial/rotary phone), back to base alarm systems, personal response systems and fax machines may not work. Please check with the manufacturer/provider to check if your device is compatible.

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.