Critical Information Summary

NBN Home 3: 250GB Included Data

Information About the Service

This offer includes broadband services provided by the NBN Co. Network.

Minimum Term

All NBN plans are available on a no contract term or a 12-month contract.

Your Monthly Data Allowance

You receive 250GB (1GB = 1 Gigabyte which is made up of 1000 Megabytes) of data each month. Data uploaded and downloaded contribute towards your monthly quota.

Should you exceed your included data quota, your connection will be shaped to 256kps/256kps for the remainder of your billing period. Your billing period date range is printed on each invoice we supply.

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. Additional speeds can be obtained by ordering a speed pack (where available). Details of speed pack pricing is available on the second page; availability of additional speed packs can be obtained by calling our customer service team.

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 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 $79.95 per month. This does not include any usage charges associated with the services provided.

This equates to $0.32 for 1 Gigabyte of data on this offer. Minimum charge on a no contract term is $178.95 or $1,014.40 on a 12 month term.

Speed Packs & Plan Changes

This plan comes with a base speed of 12mbps/1mbps. Speed packs can be added to increase the speed of the service (where available) and have the following charges;

Speed Pack 1: 25mbps/5mbps $10.00 per month
Speed Pack 2: 50mbps/20mbps $20.00 per month
Speed Pack 3: 100mbps/40mbps $30.00 per month

Changing plans and adding or removing speed packs incur a once off fee of $33.00.

Connection Charges

A connection fee is payable, depending on the contract type chosen for this plan. See Contracts and Early Termination Fees below.

Contracts and Early Termination Fees

No Contract: A once off $99.00 setup fee applies.

12 Months Contract: A once off $55.00 setup fee applies, you may also elect to receive a free router, a $10.00 postage and handling fee will apply.

Early termination fees of $99.00 apply for services cancelled or churned away during the contracted period. This fee is not pro-rata and will be charged in full.

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.