

## Information About the Service

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

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### Minimum Term

All NBN plans are available on a no contract term, a 12-month contract or 24 month contract.

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### Your Monthly Data Allowance

You receive 500GB (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.

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### 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.

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### Broadband Speeds

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

1Mbps with an average evening speed of 9mbps (between 7pm – 11pm each day). Additional speeds can be obtained by ordering a speed pack (where available). 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.

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### Special Promotions & Value Added Services

This offer is Bundled with the VoIP 3 plan for no additional cost. This includes unlimited local, national and mobile calls included in this package.

Downgrading from this plan to a lower plan will cancel the free bundle and the VoIP 3 plan will revert to its unbundled pricing.

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### Telephone Line Service & Power Outages

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

### 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 \$0.16 for 1 Gigabyte of data on this offer. Minimum charge on a no contract term is \$208.95, \$959.40 on a 12 month term or \$1,918.80 on a 24 month term.

### Speed Packs & Plan Changes

This plan comes with a base speed of up to 12mbps/1mbps with an average evening speed of 9mbps. Speed packs can be added to increase the speed of the service (where available);

Speed Pack 1: average evening speed of 18mbps is an additional \$10.00 per month. Speed Pack 2 has an average speed of 30mbps during evening times and is available for an additional \$20.00 per month.

Downgrading plans and adding or removing speed packs incur a once off fee of \$22.00.

### Connection Charges

A \$330.00 connection fee may be payable if you are in a newly constructed building and not already connected to the NBN, or if you choose to install a new line for NBN to the premises.

### Contracts and Early Termination Fees

No Contract: A once off \$129.00 setup fee applies.

12 Months Contract: The \$129.00 setup fee is waived.

24 Months Contract: The \$129.00 setup fee is waived and you can also receive a \$44.00 credit towards an NBN compatible router supplied by us reducing the cost to \$66.00. Normal price is \$110.00.

Early termination fees of \$179.00 apply for services cancelled or churned away during the contracted period.

## 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](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).