



CRITICAL INFORMATION SUMMARY

PT NBN (July 2018)

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the Planet Tel PT NBN Plans. The service is a broadband data service provided over the National Broadband Network (nbn™) and is only available in NBN enabled areas. The plan includes unlimited uploads and downloads.

Minimum Term is 24 months

Other Important Conditions

Offer available to approved customers only.

Services are provided under our Standard Form of Agreement <http://www.planetel.com.au/important-documents>

Fair Use and Acceptable Use Policy Applies - <http://www.planetel.com.au/important-documents>

Early Termination Charge applies (except during any applicable cooling off period).

Important Information regarding NBN speeds are available at www.planetel.com.au/important-documents

Useful links to the NBNco website - www.nbnco.com.au/learn-about-the-nbn/in-home-optimisation

www.nbnco.com.au/learn-about-the-nbn/speed.html

AVAILABILITY

NBN is available in selected coverage areas and is subject to infrastructure availability at customers premises. In the event of a power outage, your service may not work and you should have an alternative for contacting emergency services.

NBN SPEEDS

	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
Typical Minimum Evening Speeds (7pm-11pm)	6 Mbps Download 1 Mbps Upload	15 Mbps Download 4 Mbps Upload	30 Mbps Download 15 Mbps Upload	60 Mbps Download 24 Mbps Upload
Typical Minimum Speeds outside 7pm-11pm	11 Mbps Download 1 Mbps Upload	22 Mbps Download 4 Mbps Upload	45 Mbps Download 15 Mbps Upload	90 Mbps Download 30 Mbps Upload

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded hardware/software configuration, type of NBN Technology, the number of simultaneously users on the network and performance of interconnecting infrastructure not operated by Planetel. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable. Important information regarding speeds can be found at <http://www.planetel.com.au/important-documents>. If your NBN doesn't allow you to properly benefit from the speed tier you're on, we'll provide you with your maximum line speed, once it's available, along with alternative options. Options may include a price reduction or release from your contract without penalty.

INFORMATION ABOUT PRICING

Product	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
Monthly Access Fee	\$69.95	\$79.95	\$89.95	\$99.95
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Digital Voice Line	\$0.00	\$0.00	\$0.00	\$0.00
Modem Delivery Fee	\$19.95	\$19.95	\$19.95	\$19.95
Minimum Total Cost 24 Months	\$1,698.75	\$1,938.75	\$2,178.75	\$2,418.75
Early Termination Charge	\$299.00	\$299.00	\$299.00	\$299.00
Change of Speed	\$20.00	\$20.00	\$20.00	\$20.00

CONTACT US

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

Phone: 1300 129 582 - Monday to Friday (9am-5pm AEST)
Email: info@planetel.com.au
Website: www.planetel.com.au
ABN: 48 612 519 178

Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy at <http://www.planetel.com.au/important-documents> or call us on 1300 129 582 Monday to Friday (9am-9pm AEST) or Weekends and Public Holidays (9am-6pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

The Telecommunications Industry Ombudsman

Phone: 1800 062 058
Email: tio@tio.com.au
Website: www.tio.com.au

*Please note this is only a summary, if you would like more information regarding this offering, please contact us.
Pricing mentioned was correct at the time of printing.*



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CALL RATES (Optional Digital Line)

Usage Type	Rate
Local / National Standard Fixed	\$0.15 per call
Australian Mobile	\$0.15 per minute
13 / 1300	\$0.40 per call
18 / 1800	Free
19 / 1900	Not Supported
Directory Assistance -1223	\$1.10 per call
International & Other Call Types	http://www.planettel.com.au/important-documents

CONNECTION CHARGES

Standard installation is included with your plan. Where additional work is required to connect your NBN services this is not a standard installation. Planet Tel will pass on any additional fees. Additional fees may include but are not limited to NBN New development charge of \$300 and/or \$300 for a new copper pair. In such cases, Planet Tel will obtain your approval before proceeding with the installation. A 240-volt power supply may be required. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper based service.

You have agreed for NBN to arrange a technician to attend the site and install the NCD-Modem-router gateway. The charge is \$165.00 with the down time been up to 10 business days.

HARDWARE

An NBN Ready Modem (TPLink Archer VR500v) is provided when signing up to a 24 Month Term, postage is charged at \$19.95. The modem is auto-configured and customer self installed. Full specifications for the TPLink Archer VR500v can be found on the manufactures website <https://www.tp-link.com/au/download/Archer-VR500v.html>. Please note that support is only available for Planet Tel approved modems. Telephone Handset is not included and is required to use the service.

EARLY TERMINATION

The Early Termination Charge is \$299.

CONNECTION TIMEFRAME

If there has been a previous working NBN service at your premises and we can reconnect it without having to visit your premises, then we aim to connect the service within 5-7 working days of your request. If this isn't possible, then we aim to connect your service within 10-15 working days, depending on your location.

BILLING

We will bill you in advance for the Monthly Access Charge and features. Your bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period. For details on usage, customers can access our online customer portal at <https://portal.selcomm.com/planettel/SelfCare/>, please contact customer service to setup your online account.

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