



# CRITICAL INFORMATION SUMMARY

## NBN 100/40 Combo

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the Planet Tel NBN 100/40 Combo. The service is a post-paid broadband data service provided over the National Broadband Network (nbn™), available in nbn-enabled areas. The plan includes unlimited data downloads and uploads over interface speeds up to 100Mbps download and 40 Mbps upload. A Digital Voice service is also included in this package.

**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 Apply - <http://www.planetel.com.au/important-documents>

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

### AVAILABILITY

NBN is available at selected coverage areas and subject to infrastructure availability at customer's premises. In the event of a power outage, your service may not work. You should have an alternate method of contacting Emergency Services.

### NBN SPEEDS

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, type of NBN Technology, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Planet Tel. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable. The Standard speed option has a maximum download line speed of up to 100Mbps and maximum upload line speed of up to 40Mbps.

### INFORMATION ABOUT PRICING

Product	NBN 100/40 PAYG	NBN 100/40 National	NBN 100/40 Premium
Monthly Access Fee	\$119.95	\$128.95	\$143.95
Monthly Data Quota	Unlimited	Unlimited	Unlimited
Modem Delivery Fee	\$19.95	\$19.95	\$19.95
Minimum Total Cost 24 Months	\$2,898.75	\$3,114.75	\$3,474.75
Call Inclusions	PAYG	Standard Australian Fixed	Standard Australian Fixed and Mobile
Early Termination Charge	\$250.00	\$250.00	\$299.00
Change of Speed	\$40.00	\$40.00	\$40.00

Where a Call Type is not included in a package, Standard Call Rates Apply. Standard Call Rates are outlined on the following page of this Critical Information Summary. International Call Rates can be found at <http://www.planetel.com.au>. All Included calls are subject to Planet Tel's Fair and Acceptable user Policy which can be found at <http://www.planetel.com.au/important-documents>.

### 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](mailto:info@planetel.com.au)  
**Website:** [www.planetel.com.au](http://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. <http://www.planetel.com.au/important-documents> or call us on 1300 129 582 Monday to Friday (9am-5pm 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](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://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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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	<a href="http://www.planettel.com.au/important-documents">http://www.planettel.com.au/important-documents</a>

### CONNECTION CHARGES

Standard Installation is included with your plan. Where additional work is required to connect your NBN service is more than a standard installation, Planet Tel will pass on any additional fee's. 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 service.

### HARDWARE

An NBN Modem is provided at no cost when signing up to a 24 Month Term. A \$19.95 P&H fee will apply for modem delivery. The modem is auto-configured and customer self installed. Please note that support is only available for Planet Tel approved modems. Telephone Handset is not included.

### EARLY TERMINATION

The Early Termination Charge is up to \$299. The full Charge is applicable if cancelling within the first 12 months. After the first 12 months this will be pro-rated by the number of months remaining in the Minimum Contract Term.

### BUNDLING ARRANGEMENTS

Change of plan option is restricted to Planet Tel NBN Bundle plans only and you cannot move back to a Planet Tel ADSL2+/ADSL service. You cannot separately cancel either component (NBN Broadband or Digital voice). Cancellation will cease both services.

### 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 first 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. Our billing period starts on the 1st of every month.

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