



CRITICAL INFORMATION SUMMARY

EFM 4W

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about EFM 4W. This is a fixed broadband service provided over multiple copper pairs to your premises. It is capable of delivering from 4Mbps up to 10Mbps at symmetrical data speeds. It is not part of a product bundle and you must supply your own router.

Minimum Term is 24 or 36 months.

INFORMATION ABOUT PRICING

Minimum Monthly Access Charge \$249.00

Monthly Data Unlimited

Connection Charges	
24 months	\$549
36 months	No Charge

The Minimum Total Plan costs \$6,525.00 over 24 months

AVAILABILITY

EFM is only available within selected coverage areas and subject to infrastructure availability at the customer's premises.

DATA 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, the number of users simultaneously using the network, distance from the exchange, the quality of copper wires, and the performance of interconnecting infrastructure not operated by Planet Tel. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable.

CONNECTION TIMEFRAME

We aim to connect your service within 20 days depending on your location

EARLY TERMINATION

The Early Termination Charge is a multiple of the amount remaining in your contracted term and your Monthly Recurring Fee.

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.

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@planettel.com.au
Website: www.planettel.com.au

CONCERNS OR DISPUTES

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy.

<http://www.planettel.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
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.



CRITICAL INFORMATION SUMMARY

EFM 6W

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about EFM 6W. This is a fixed broadband service provided over multiple copper pairs to your premises. It is capable of delivering upto 10Mbps at symmetrical data speeds. It is not part of a product bundle and you must supply your own router.

Minimum Term is 24 or 36 months.

INFORMATION ABOUT PRICING

Minimum Monthly Access Charge \$349.00

Monthly Data Unlimited

Connection Charges	
24 months	\$549
36 months	No Charge

The Minimum Total Plan costs \$8,925.00 over 24 months

AVAILABILITY

EFM is only available within selected coverage areas and subject to infrastructure availability at the customer's premises.

DATA 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, the number of users simultaneously using the network, distance from the exchange, the quality of copper wires, and the performance of interconnecting infrastructure not operated by Planet Tel. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable.

CONNECTION TIMEFRAME

We aim to connect your service within 20 days depending on your location

EARLY TERMINATION

The Early Termination Charge is a multiple of the amount remaining in your contracted term and your Monthly Recurring Fee.

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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CRITICAL INFORMATION SUMMARY

EFM 8W

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about EFM 8W. This is a fixed broadband service provided over multiple copper pairs to your premises. It is capable of delivering from 8Mbps up to 20Mbps at symmetrical data speeds. It is not part of a product bundle and you must supply your own router.

Minimum Term is 24 or 36 months.

INFORMATION ABOUT PRICING

Minimum Monthly Access Charge \$399.00

Monthly Data Unlimited

Connection Charges	
24 months	\$549
36 months	No Charge

The Minimum Total Plan costs \$10,125.00 over 24 months

AVAILABILITY

EFM is only available within selected coverage areas and subject to infrastructure availability at the customer's premises.

DATA 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, the number of users simultaneously using the network, distance from the exchange, the quality of copper wires, and the performance of interconnecting infrastructure not operated by Planet Tel. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable.

CONNECTION TIMEFRAME

We aim to connect your service within 20 days depending on your location

EARLY TERMINATION

The Early Termination Charge is a multiple of the amount remaining in your contracted term and your Monthly Recurring Fee.

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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