

ARCHE ESSENTIAL BROADBAND

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Arche Essential Broadband. This is an internet service delivered over a 4G network and the 3G/HSDPA network where 4G is not available, subject to 3G/HSDPA network availability.

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.planettel.com.au/important-documents>

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

Plan changes can increase in value but not decrease in value.

INFORMATION ABOUT PRICING

Monthly Access Charge \$15.00

What's Included	Call Charges
Data	1 GB
Excess	No Excess Allowed
Data Capped	Capped at 1GB
Voice Calls	\$1.10 per minute
National SMS	\$0.25 per message

The Minimum Total Plan costs \$360.00 over 24 months

EARLY TERMINATION

The Early Termination Charge will be pro-rated by the number of months remaining in the Minimum Contract Term multiplied by the Monthly Access Charge.

HARDWARE

A mobile wireless-enabled device is required to use this service. 4G is only available on these plans if used with a 4G compatible device. A 4G compatible device can be purchased - Huawei E8372 USB Wifi at \$125 (incl GST) per unit plus \$9.90 P&H or alternatively you can 'bring your own' device.

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. For details on usage, customers can access our online customer portal at www.planettel.com.au

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.

ARCHE VALUE BROADBAND

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Arche Value Broadband. This is an internet service delivered over a 4G network and the 3G/HSDPA network where 4G is not available, subject to 3G/HSDPA network availability.

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.planettel.com.au/important-documents>
- Early Termination Charge applies (except during any applicable cooling off period).
- Plan changes can increase in value but not decrease in value.

INFORMATION ABOUT PRICING

Monthly Access Charge \$27.50

What's Included	Call Charges
Data	3 GB
Excess	No Excess Allowed
Data Capped	Capped at 3GB
Voice Calls	\$1.10 per minute
National SMS	\$0.25 per message

The Minimum Total Plan costs \$660.00 over 24 months

EARLY TERMINATION

The Early Termination Charge will be pro-rated by the number of months remaining in the Minimum Contract Term multiplied by the Monthly Access Charge.

HARDWARE

A mobile wireless-enabled device is required to use this service. 4G is only available on these plans if used with a 4G compatible device. A 4G compatible device can be purchased - Huawei E8372 USB Wifi at \$125 (incl GST) per unit plus \$9.90 P&H or alternatively you can 'bring your own' device.

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. For details on usage, customers can access our online customer portal at www.planettel.com.au

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ARCHE PREMIUM BROADBAND

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Arche Premium Broadband. This is an internet service delivered over a 4G network and the 3G/HSDPA network where 4G is not available, subject to 3G/HSDPA network availability.

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.planettel.com.au/important-documents>
- Early Termination Charge applies (except during any applicable cooling off period).
- Plan changes can increase in value but not decrease in value.

INFORMATION ABOUT PRICING

Monthly Access Charge \$45.00

What's Included	Call Charges
Data	5 GB
Excess	No Excess Allowed
Data Capped	Capped at 5GB
Voice Calls	\$1.10 per minute
National SMS	\$0.25 per message

The Minimum Total Plan costs \$1,080.00 over 24 months

EARLY TERMINATION

The Early Termination Charge will be pro-rated by the number of months remaining in the Minimum Contract Term multiplied by the Monthly Access Charge.

HARDWARE

A mobile wireless-enabled device is required to use this service. 4G is only available on these plans if used with a 4G compatible device. A 4G compatible device can be purchased - Huawei E8372 USB Wifi at \$125 (incl GST) per unit plus \$9.90 P&H or alternatively you can 'bring your own' device.

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. For details on usage, customers can access our online customer portal at www.planettel.com.au

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ARCHE ULTRA BROADBAND

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Arche Ultra Broadband.

This is an internet service delivered over a 4G network and the 3G/HSDPA network where 4G is not available, subject to 3G/HSDPA network availability.

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.planettel.com.au/important-documents>

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

Plan changes can increase in value but not decrease in value.

INFORMATION ABOUT PRICING

Monthly Access Charge \$77.50

What's Included	Call Charges
Data	10 GB
Excess	No Excess Allowed
Data Capped	Capped at 10GB
Voice Calls	\$1.10 per minute
National SMS	\$0.25 per message

The Minimum Total Plan costs \$1,860.00 over 24 months

EARLY TERMINATION

The Early Termination Charge will be pro-rated by the number of months remaining in the Minimum Contract Term multiplied by the Monthly Access Charge.

HARDWARE

A mobile wireless-enabled device is required to use this service. 4G is only available on these plans if used with a 4G compatible device. A 4G compatible device can be purchased - Huawei E8372 USB Wifi at \$125 (incl GST) per unit plus \$9.90 P&H or alternatively you can 'bring your own' device.

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. For details on usage, customers can access our online customer portal at www.planettel.com.au

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