

CARPO IP 13

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Carpo IP 13. This service allows you to offer your customers the convenience of low-cost calls to one central number from most fixed and mobile phones within Australia. The same number is used Australia wide, regardless of the caller's location and you specify where the call is answered. You can transfer your existing inbound service or activate a new service with Planet Tel.

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).

KEY DETAILS

Your Monthly Access Charge includes Australia-wide routing, State Based Routing, Time of Day Routing, Call Overflow, Call Splaying, Call Connection Fees, Other calls, Optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Charge.

INFORMATION ABOUT PRICING

Monthly Access Charge \$836.00

What's Included	Call Charges
Call from Fixed	1st 5 mins no charge, then \$0.044 per minute
Call from Mobile	1st 5 mins no charge, then \$0.044 per minute

Set-up Charge \$1,100.00

The Minimum Total Plan costs \$20,064.00 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.

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.

CARPO IP 1300

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Carpo IP 1300. This service allows you to offer your customers the convenience of low-cost calls to one central number from most fixed and mobile phones within Australia. The same number is used Australia wide, regardless of the caller's location and you specify where the call is answered. You can transfer your existing inbound service or activate a new service with Planet Tel.

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).

KEY DETAILS

Your Monthly Access Charge includes Australia-wide routing, State Based Routing, Time of Day Routing, Call Overflow, Call Splaying, Call Connection Fees, Other calls, Optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Charge.

INFORMATION ABOUT PRICING

Monthly Access Charge \$11.00

What's Included	Call Charges
Call from Fixed	1st 5 mins no charge, then \$0.044 per minute
Call from Mobile	1st 5 mins no charge, then \$0.044 per minute

Set-up Charge \$48.40

The Minimum Total Plan costs \$264.00 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.

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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CONCERNS OR DISPUTES

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