

CRITICAL INFORMATION SUMMARY

DIA ESSENTIAL

<p>INFORMATION ABOUT THE SERVICES</p>	<p>Here's a quick summary of all the important information about Dia Essential. The plan provides a broadband internet service. You must have an existing phone line to use this plan.</p> <p>Minimum Term is 24 months.</p> <p>Other Important Conditions</p> <p>Offer available to approved customers only.</p> <p>Services are provided under our Standard Form of Agreement http://www.planettel.com.au/important-documents</p> <p>Early Termination Charge applies (except during any applicable cooling off period).</p>
<p>AVAILABILITY</p>	<p>Dia Essential is only available within selected ADSL2+ coverage areas and subject to infrastructure availability at the customer's premises.</p>
<p>ADSL SPEEDS</p>	<p>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 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.</p>
<p>HARDWARE</p>	<p>A compatible ADSL2+ broadband modem and telephone handset is required to use this service. We offer a Standard Modem for \$99 (incl GST) per unit plus \$19.95 P&H, which is also NBN ready. The modem is customer self-installed and auto-configured. Please note that support is only available for Planet Tel approved modems.</p>
<p>INFORMATION ABOUT PRICING</p>	<p>Monthly Access Charge \$49.00 Set-up Charge – \$0 on a 24 month contract. The Minimum Total Plan costs \$1,176.00 over 24 months.</p>
<p>EARLY TERMINATION</p>	<p>The Early Termination Charge is up to \$199 (incl GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.</p>
<p>CONNECTION CHARGES</p>	<p>A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required.</p>
<p>CONNECTION TIMEFRAME</p>	<p>If there has been a previous working ADSL service at your premises and we can reconnect it without having to visit your premises, the local exchange or anywhere in between, then we aim to connect the service within 2-3 working days of your request.</p> <p>If this isn't possible, then we aim to connect your service within 10- 15 working days, depending on your location.</p>
<p>BILLING</p>	<p>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</p>

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

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CRITICAL INFORMATION SUMMARY

ELARA VALUE BUNDLE

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the Elara Value Bundle. The plan provides a broadband internet service and includes a voice service. You must have an existing phone line to use this plan.

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).

BUNDLING ARRANGEMENTS

Once an Elara Value Bundle is purchased

Change of plan option is restricted to an NBN Bundle plan only.

You cannot separately cancel either component (ADSL Broadband or Phone line). Cancellation will cease both services and the applicable Early Termination Charge will apply.

AVAILABILITY

Elara Value Bundle is only available at selected ADSL2+ coverage areas and subject to infrastructure availability at the customer's premises.

ADSL 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 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.

HARDWARE

A compatible ADSL2+ broadband modem and telephone handset is required to use this service. We offer a Standard Modem for \$99 (incl GST) per unit plus \$19.95 P&H, which is also NBN ready. The modem is customer self-installed and auto-configured. Please note that support is only available for Planet Tel approved modems.

INFORMATION ABOUT PRICING

Monthly Access Charge \$85.00

What's Included	Call Charges
Internet	Unlimited
Voice	1 Voice Line
Local Call	Unlimited
National Call	\$0.25/Call
13/1300	\$0.45/Call
Fixed to Mobile	\$0.35 FF + \$0.25/min and capped at \$0.85 per call
Mobile Bolt On - Unlimited fixed to mobile	\$30.00
International	2 Options: 1) Standard Rate (refer rate card) or 2) \$10 Unlimited to our top 15 Countries (landline only)

Set-up Charge \$0 on a 24 month contract.

The Minimum Total Plan costs \$2,040.00 over 24 months.

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PLANET TEL

CRITICAL INFORMATION SUMMARY

ELARA VALUE BUNDLE

EARLY TERMINATION	The Early Termination Charge is up to \$199 (incl GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.
CONNECTION CHARGES	A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required.
CONNECTION TIMEFRAME	If there has been a previous working ADSL service at your premises and we can reconnect it without having to visit your premises, the local exchange or anywhere in between, then we aim to connect the service within 2-3 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. For details on usage, customers can access our online customer portal at www.planettel.com.au

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CRITICAL INFORMATION SUMMARY

ELARA PREMIUM BUNDLE

<p>INFORMATION ABOUT THE SERVICES</p>	<p>Here's a quick summary of all the important information about the Elara Premium Bundle. The plan provides a broadband internet service and includes a voice service. You must have an existing phone line to use this plan.</p> <p>Minimum Term is 24 months.</p> <p>Other Important Conditions</p> <p>Offer available to approved customers only.</p> <p>Services are provided under our Standard Form of Agreement http://www.planettel.com.au/important-documents</p> <p>Early Termination Charge applies (except during any applicable cooling off period).</p>																		
<p>BUNDLING ARRANGEMENTS</p>	<p>Once an Elara Premium Bundle is purchased</p> <p>Change of plan option is restricted to an NBN Bundle plan only.</p> <p>You cannot separately cancel either component (ADSL Broadband or Phone line). Cancellation will cease both services and the applicable Early Termination Charge will apply.</p>																		
<p>AVAILABILITY</p>	<p>Elara Premium Bundle is only available at selected ADSL2+ coverage areas and subject to infrastructure availability at the customer's premises.</p>																		
<p>ADSL SPEEDS</p>	<p>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 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.</p>																		
<p>HARDWARE</p>	<p>A compatible ADSL2+ broadband modem and telephone handset is required to use this service. We offer a Standard Modem for \$99 (incl GST) per unit plus \$19.95 P&H, which is also NBN ready. The modem is customer self-installed and auto-configured. Please note that support is only available for Planet Tel approved modems.</p>																		
<p>INFORMATION ABOUT PRICING</p>	<p>Monthly Access Charge \$95.00</p> <table border="1" data-bbox="446 1014 1524 1396"> <thead> <tr> <th>What's Included</th> <th>Call Charges</th> </tr> </thead> <tbody> <tr> <td>Internet</td> <td>Unlimited</td> </tr> <tr> <td>Voice</td> <td>1 Voice Line</td> </tr> <tr> <td>Local Call</td> <td>Unlimited</td> </tr> <tr> <td>National Call</td> <td>Unlimited</td> </tr> <tr> <td>13/1300</td> <td>\$0.45/Call</td> </tr> <tr> <td>Fixed to Mobile</td> <td>\$0.35 FF + \$0.25/min and capped at \$0.85 per call</td> </tr> <tr> <td>Mobile Bolt On - Unlimited fixed to mobile</td> <td>\$30.00</td> </tr> <tr> <td>International</td> <td>2 Options: 1) Standard Rate (refer rate card) or 2) \$10 Unlimited to our top 15 Countries (landline only)</td> </tr> </tbody> </table> <p>Set-up Charge \$0 on a 24 month contract.</p> <p>The Minimum Total Plan costs \$2,280.00 over 24 months.</p>	What's Included	Call Charges	Internet	Unlimited	Voice	1 Voice Line	Local Call	Unlimited	National Call	Unlimited	13/1300	\$0.45/Call	Fixed to Mobile	\$0.35 FF + \$0.25/min and capped at \$0.85 per call	Mobile Bolt On - Unlimited fixed to mobile	\$30.00	International	2 Options: 1) Standard Rate (refer rate card) or 2) \$10 Unlimited to our top 15 Countries (landline only)
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PLANET TEL

CRITICAL INFORMATION SUMMARY

ELARA PREMIUM BUNDLE

EARLY TERMINATION	The Early Termination Charge is up to \$199 (incl GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.
CONNECTION CHARGES	A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required.
CONNECTION TIMEFRAME	<p>If there has been a previous working ADSL service at your premises and we can reconnect it without having to visit your premises, the local exchange or anywhere in between, then we aim to connect the service within 2-3 working days of your request.</p> <p>If this isn't possible, then we aim to connect your service within 10- 15 working days, depending on your location.</p>
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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CRITICAL INFORMATION SUMMARY

TITANIA ESSENTIAL BUNDLE

<p>INFORMATION ABOUT THE SERVICES</p>	<p>Here's a quick summary of all the important information about the Titania Essential Bundle. The plan provides a broadband internet service and includes a voice service. You must have an existing phone line to use this plan.</p> <p>Minimum Term is 24 months.</p> <p>Other Important Conditions</p> <p>Offer available to approved customers only.</p> <p>Services are provided under our Standard Form of Agreement http://www.planettel.com.au/important-documents</p> <p>Early Termination Charge applies (except during any applicable cooling off period).</p>																		
<p>BUNDLING ARRANGEMENTS</p>	<p>Once a Titania Essential Bundle is purchased</p> <p>Change of plan option is restricted to an NBN Bundle plan only.</p> <p>You cannot separately cancel either component (ADSL Broadband or Phone line). Cancellation will cease both services and the applicable Early Termination Charge will apply.</p>																		
<p>AVAILABILITY</p>	<p>Titania Essential Bundle is only available at selected ADSL2+ coverage areas and subject to infrastructure availability at the customer's premises.</p>																		
<p>ADSL SPEEDS</p>	<p>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 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.</p>																		
<p>HARDWARE</p>	<p>A compatible ADSL2+ broadband modem and telephone handset is required to use this service. We offer a Standard Modem for \$99 (incl GST) per unit plus \$19.95 P&H, which is also NBN ready. The modem is customer self-installed and auto-configured. Please note that support is only available for Planet Tel approved modems.</p>																		
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TITANIA ESSENTIAL BUNDLE

EARLY TERMINATION	The Early Termination Charge is up to \$199 (incl GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.
CONNECTION CHARGES	A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required.
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TITANIA VALUE BUNDLE

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TITANIA VALUE BUNDLE

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