



# CRITICAL INFORMATION SUMMARY

## NBN ESSENTIAL

<p><b>INFORMATION ABOUT THE SERVICES</b></p>	<p>Here's a quick summary of all the important information about NBN Essential. The service is provided over the National Broadband Network (nbn™) and is available in nbn enabled areas. The plan includes unlimited data over interface speeds up to 12 Mbps download and 1 Mbps upload.</p> <p><b>Minimum Term</b> is 24 months.</p> <p><b>Other Important Conditions</b></p> <p>Offer available to approved customers only.</p> <p>Services are provided under our Standard Form of Agreement <a href="http://www.planettel.com.au/important-documents">http://www.planettel.com.au/important-documents</a></p> <p>Early Termination Charge applies (except during any applicable cooling off period).</p>
<p><b>AVAILABILITY</b></p>	<p>NBN Essential is available at selected coverage areas and subject to infrastructure availability at customer's premises.</p>
<p><b>NBN SPEEDS</b></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. The Standard speed option has a maximum download line speed of up to 12Mbps and maximum upload line speed of up to 1Mbps</p>
<p><b>INFORMATION ABOUT PRICING</b></p>	<p><b>Monthly Access Charge</b> \$59.95  <b>Set-up Charge</b> \$0 on a 24 month contract.  <b>The Minimum Total Plan costs</b> \$1,438.80 over 24 months.</p>
<p><b>EARLY TERMINATION</b></p>	<p>The Early Termination Charge is up to \$299 (incl GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.</p>
<p><b>HARDWARE</b></p>	<p>We offer a Standard Modem (\$99 incl GST) or Premium Modem (\$199 incl GST) per unit plus \$19.95 P&amp;H. The modem is customer self-installed and auto-configured. Please note that support is only available for Planet Tel approved modems.</p>
<p><b>CONNECTION CHARGES</b></p>	<p>Standard Installation is included with your plan. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST). Where the additional work is required to connect your nbn service is more than a standard professional installation, you may be charged an additional fee. In such cases, Planet Tel or nbn Co will provide any additional installation charges with you before the work being completed for you to approve. 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 a Fibre to the Business service, you will not be able to move back to a copper service.</p>
<p><b>CONNECTION TIMEFRAME</b></p>	<p>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.</p> <p>If this isn't possible, then we aim to connect your service within 10- 15 working days, depending on your location.</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](mailto:info@planettel.com.au)  
**Website:** [www.planettel.com.au](http://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](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://www.tio.com.au)

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### 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.planetel.com.au](http://www.planetel.com.au)

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# CRITICAL INFORMATION SUMMARY

## NBN VALUE

<p><b>INFORMATION ABOUT THE SERVICES</b></p>	<p>Here's a quick summary of all the important information about NBN Value. The service is provided over the National Broadband Network (nbn™) and is available in nbn enabled areas. The plan includes unlimited data over interface speeds up to 25Mbps download and 5Mbps upload.</p> <p><b>Minimum Term</b> is 24 months.</p> <p><b>Other Important Conditions</b></p> <p>Offer available to approved customers only.</p> <p>Services are provided under our Standard Form of Agreement <a href="http://www.planetel.com.au/important-documents">http://www.planetel.com.au/important-documents</a></p> <p>Early Termination Charge applies (except during any applicable cooling off period).</p>
<p><b>AVAILABILITY</b></p>	<p>NBN Value is available at selected coverage areas and subject to infrastructure availability at customer's premises.</p>
<p><b>NBN SPEEDS</b></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. The Standard speed option has a maximum download line speed of up to 25Mbps and maximum upload line speed of up to 5Mbps</p>
<p><b>INFORMATION ABOUT PRICING</b></p>	<p><b>Monthly Access Charge</b> \$69.95  <b>Set-up Charge</b> \$0 on a 24 month contract.  <b>The Minimum Total Plan costs</b> \$1,678.80 over 24 months.</p>
<p><b>EARLY TERMINATION</b></p>	<p>The Early Termination Charge is up to \$299 (incl GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.</p>
<p><b>HARDWARE</b></p>	<p>We offer a Standard Modem (\$99 incl GST) or Premium Modem (\$199 incl GST) per unit plus \$19.95 P&amp;H. The modem is customer self-installed and auto-configured. Please note that support is only available for Planet Tel approved modems.</p>
<p><b>CONNECTION CHARGES</b></p>	<p>Standard Installation is included with your plan. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST). Where the additional work is required to connect your nbn service is more than a standard professional installation, you may be charged an additional fee. In such cases, Planet Tel or nbn Co will provide any additional installation charges with you before the work being completed for you to approve. 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 a Fibre to the Business service, you will not be able to move back to a copper service.</p>
<p><b>CONNECTION TIMEFRAME</b></p>	<p>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.</p> <p>If this isn't possible, then we aim to connect your service within 10- 15 working days, depending on your location.</p>

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PLANET TEL

# CRITICAL INFORMATION SUMMARY

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### BILLING

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# CRITICAL INFORMATION SUMMARY

## NBN PREMIUM

<p><b>INFORMATION ABOUT THE SERVICES</b></p>	<p>Here's a quick summary of all the important information about NBN Premium. The service is provided over the National Broadband Network (nbn™) and is available in nbn enabled areas. The plan includes unlimited data over interface speeds up to 25Mbps download and 10Mbps upload.</p> <p><b>Minimum Term</b> is 24 months.</p> <p><b>Other Important Conditions</b></p> <p>Offer available to approved customers only.</p> <p>Services are provided under our Standard Form of Agreement <a href="http://www.planetel.com.au/important-documents">http://www.planetel.com.au/important-documents</a></p> <p>Early Termination Charge applies (except during any applicable cooling off period).</p>
<p><b>AVAILABILITY</b></p>	<p>NBN Premium is available at selected coverage areas and subject to infrastructure availability at customer's premises.</p>
<p><b>NBN SPEEDS</b></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. The Standard speed option has a maximum download line speed of up to 25Mbps and maximum upload line speed of up to 10Mbps</p>
<p><b>INFORMATION ABOUT PRICING</b></p>	<p><b>Monthly Access Charge</b> \$74.95  <b>Set-up Charge</b> \$0 on a 24 month contract.  <b>The Minimum Total Plan costs</b> \$1,798.80 over 24 months.</p>
<p><b>EARLY TERMINATION</b></p>	<p>The Early Termination Charge is up to \$299 (incl GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.</p>
<p><b>HARDWARE</b></p>	<p>We offer a Standard Modem (\$99 incl GST) or Premium Modem (\$199 incl GST) per unit plus \$19.95 P&amp;H. The modem is customer self-installed and auto-configured. Please note that support is only available for Planet Tel approved modems.</p>
<p><b>CONNECTION CHARGES</b></p>	<p>Standard Installation is included with your plan. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST). Where the additional work is required to connect your nbn service is more than a standard professional installation, you may be charged an additional fee. In such cases, Planet Tel or nbn Co will provide any additional installation charges with you before the work being completed for you to approve. 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 a Fibre to the Business service, you will not be able to move back to a copper service.</p>
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