

ELARA ESSENTIAL

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Elara Essential. This service is a fixed line telephone with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and you must supply your own handset/s.

Elara Essential is available for utility purpose only e.g. EFTPOS machine

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).

INFORMATION ABOUT PRICING

Monthly Access Charge \$35.00

What's Included	Call Charges
Local Call	\$0.20 per call
National Call	\$0.25 per minute
13/1300	\$0.40 per call
Fixed to Mobile	\$0.35 FF + \$0.40 per minute
International	Standard International Rate

The Minimum Total Plan costs \$840.00 over 24 months

EARLY TERMINATION

The Early Termination Charge is up to \$199 (inc 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 business phone service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within 3-5 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

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.

ELARA VALUE

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Elara Value.

This service is a fixed line telephone with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and you must supply your own handset/s.

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).

INFORMATION ABOUT PRICING

Monthly Access Charge \$45.95

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

The Minimum Total Plan costs \$1,102.80 over 24 months

EARLY TERMINATION

The Early Termination Charge is up to \$199 (inc GST). This will be pro-rated by the number of months remaining in the Minimum Contract Term.

CONNECTION CHARGES

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CONNECTION TIMEFRAME

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If this isn't possible, then we aim to connect your service within 10 - 15 working days, depending on your location.

BILLING

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CRITICAL INFORMATION SUMMARY

ELARA PREMIUM

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Elara Premium. This service is a fixed line telephone with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and you must supply your own handset/s.

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).

INFORMATION ABOUT PRICING

Monthly Access Charge \$55.95

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

The Minimum Total Plan costs \$1,342.80 over 24 months

EARLY TERMINATION

The Early Termination Charge is up to \$199 (inc 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

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BILLING

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ELARA ULTRA

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Elara Ultra. This service is a fixed line telephone with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and you must supply your own handset/s.

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).

INFORMATION ABOUT PRICING

Monthly Access Charge \$85.95

What's Included	Call Charges
Local Call	Unlimited
National Call	Unlimited
13/1300	\$0.45 per call
Fixed to Mobile	Unlimited
International	2 Options: 1) Standard Rate (refer rate card) or 2) \$10 Unlimited to our top 15 Countries (landline only)

The Minimum Total Plan costs \$2,062.80 over 24 months

EARLY TERMINATION

The Early Termination Charge is up to \$199 (inc 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

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BILLING

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