

## OBERON ESSENTIAL 10

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Oberon Essential 10.

This service is a fixed line telephone with a monthly access fee, available to 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** \$490.00. **100 DID Range** is \$62.50.

What's Included	Call Charges
Voice	10 Voice Channels
Local Call	Included \$490.00 Value (Charged at \$0.12 per call)
National Call	\$0.09 per minute
13/1300	\$0.45 per call
Fixed to Mobile	\$0.17/min and capped at \$0.85 per call
International	Standard International Rate

**The Minimum Total Plan costs** \$11,760.00 and **100 DID Range** is \$1,500.00 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.

### 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](http://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](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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## OBERON VALUE 10

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Oberon Value 10.

This service is a fixed line telephone with a monthly access fee, available to 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** \$770.00. **100 DID Range** is \$62.50.

What's Included	Call Charges
Voice	10 Voice Channels
Local Call	Included \$770 Value * (Charged at \$0.12 per call)
National Call	Included \$770 Value * (Charged at \$0.09 per minute)
13/1300	\$0.45 per call
Fixed to Mobile	\$0.17/min and capped at \$0.85 per call
International	Standard International Rate

\* Included Value is a combined Local Call and National Call Value.

**The Minimum Total Plan costs** \$18,480.00 and **100 DID Range is** \$1,500.00 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.

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

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## OBERON PREMIUM 10

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Oberon Premium 10.

This service is a fixed line telephone with a monthly access fee, available to 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** \$990.00. **100 DID Range** is \$62.50.

What's Included	Call Charges
Voice	10 Voice Channels
Local Call	Included \$990 Value * (Charged at \$0.12 per call)
National Call	Included \$990 Value * (Charged at \$0.09 per minute)
13/1300	\$0.45 per call
Fixed to Mobile	Included \$990 Value * (Charged at \$0.17 per minute)
International	Standard International Rate

\* Included Value is a combined Local Call, National Call and Fixed to Mobile Call Value.

**The Minimum Total Plan costs** \$23,760.00 and **100 DID Range** is \$1,500.00 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.

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

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