

TITANIA ESSENTIAL

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Titania Essential. This bundle plan is offered as a Business Voice service delivered via your Internet connection, sometimes referred to as Internet or IP telephony. It includes 1 DID and 2 Voice Channels

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

Minimum Monthly Access Charge \$19.90 (A Minimum of 2 voice channels applies to each service)

What's Included	Call Charges
Monthly Access Charge	\$9.95 per voice channel
Voice	1 DID + 2 voice channels
Local Call	\$0.15/call
National Call	\$0.10 per minute
Fixed to Mobile	\$0.17 per minute
13/1300	\$0.35/call
Mobile Bolt On - Unlimited Fixed to Mobile	\$27.95
International	Standard International IP Rates
Voicemail (per voice channel)	Included

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

The Minimum Total Plan costs \$477.60 over 24 months

EARLY TERMINATION

The Early Termination Charge is up to \$99 (inc GST) per voice channel. This will be pro-rated by the number of months remaining in the Minimum Contract Term.

IMPORTANT REQUIREMENTS

An internet service with a minimum of 100/100 Kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from Planet Tel. Applicable internet charges apply. To use this value service you will need a high speed internet service (broadband), an IP capable modem / router and an IP enabled PBX. These can all be sourced additionally from Planet Tel if required.

CONNECTION CHARGES

Only simple PSTN number port-in is allowed without additional charges. A complex port-in is chargeable depending on the scenario.

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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PLANET TEL

CRITICAL INFORMATION SUMMARY

TITANIA ESSENTIAL

CONNECTION TIMEFRAME

If there is an existing internet service at your premises and we can connect it without having to visit your property, 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

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TITANIA VALUE

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Titania Value. This bundle plan is offered as a Business Voice service delivered via your Internet connection, sometimes referred to as Internet or IP telephony. It includes 1 DID and 2 Voice Channels

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

Minimum Monthly Access Charge \$31.90 (A Minimum of 2 voice channels applies to each service)

What's Included	Call Charges
Monthly Access Charge	\$15.95 per voice channel
Voice	1 DID + 2 voice channels
Local Call	Unlimited
National Call	Unlimited
Fixed to Mobile	\$0.17 per minute
13/1300	\$0.35/call
Mobile Bolt On - Unlimited Fixed to Mobile	\$27.95
International	Standard International IP Rates
Voicemail (per voice channel)	Included

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

The Minimum Total Plan costs \$765.60 over 24 months

EARLY TERMINATION

The Early Termination Charge is up to \$99 (inc GST) per voice channel. This will be pro-rated by the number of months remaining in the Minimum Contract Term.

IMPORTANT REQUIREMENTS

An internet service with a minimum of 100/100 Kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from Planet Tel. Applicable internet charges apply. To use this value service you will need a high speed internet service (broadband), an IP capable modem / router and an IP enabled PBX. These can all be sourced additionally from Planet Tel if required.

CONNECTION CHARGES

Only simple PSTN number port-in is allowed without additional charges. A complex port-in is chargeable depending on the scenario.

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CONNECTION TIMEFRAME

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TITANIA PREMIUM

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about Titania Premium. This bundle plan is offered as a Business Voice service delivered via your Internet connection, sometimes referred to as Internet or IP telephony. It includes 1 DID and 2 Voice Channels

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

Minimum Monthly Access Charge \$87.80 (A Minimum of 2 voice channels applies to each service)

What's Included	Call Charges
Monthly Access Charge	\$43.90 per voice channel
Voice	1 DID + 2 voice channels
Local Call	Unlimited
National Call	Unlimited
Fixed to Mobile	Unlimited
13/1300	\$0.35/call
Mobile Bolt On - Unlimited Fixed to Mobile	Included
International	Standard International IP Rates
Voicemail (per voice channel)	Included

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

The Minimum Total Plan costs \$2,107.20 over 24 months

EARLY TERMINATION

The Early Termination Charge is up to \$99 (inc GST) per voice channel. This will be pro-rated by the number of months remaining in the Minimum Contract Term.

IMPORTANT REQUIREMENTS

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CONNECTION CHARGES

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