

Planet Mobile

General Terms of Use

Planet ISP
ABN 72 117 341 090
23, 427 – 455 Hampton Street
Hampton, Victoria, Australia. 3188
Ph: 1300 477 669
Fax: 1300 477 668
Email support@planetisp.com.au
Website: www.planetisp.com.au



General Terms of Use

1. Provisioning Your New Planet Mobile Service

We aim to activate your service promptly; however we are not able to guarantee specific timeframes. Provisioning your Planet Mobile service relies on our service network completing various tasks on our behalf. Such tasks include:

- activation and disconnection of a service;
- activation and disconnection of any related services such as messaging and data services;
- placing and removal of bars/service suspensions;
- billing services;
- the transfer (or porting) of service numbers;
- swapping (or changing) of service numbers;
- network services, call and data handling;
- service faults, difficulty, general engineering and technical support; and
- the blocking of mobile phones (IMEIs).

Service Costs

Unless specified in your chosen mobile plan, we do not charge for the provisioning of your Planet Mobile services. We do however reserve the right to charge an initial one-off amount of \$10.00 to your nominated Credit Card for the purposes of authenticating the validity of your card. This payment is credited to your first month's account.

Unless obliged under law we are unable to provide refunds or credits for losses caused through failures, faults or delays in service.

2. Activating Your New Mobile Service

To activate your Planet Mobile services please call our Support Team on 1 300 477 669 for direct assistance.

3. Quality of Our Mobile Service

We aim to provide a continuous, high quality and fault free service however, we do not guarantee to do so. Equipment, climatic, geographic and network issues may at specific times affect our quality of service. We always work with our service network providers to rectify any issues and/or problems raised by our customers.

Service Costs

Unless obliged under law, we do not provide refunds or credits for losses caused through failures, faults or delays in our services.

Where we have not satisfied our statutory obligations to provide you with a service that is reasonably fit for its purpose or rendered with due care and skill, we will not charge for its use or access.

If you experience any problems with your Planet Mobile service at all please call our Support Team on 1300 477 669 for direct assistance.

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4. Standard and Enhanced Services For Mobile Services

We offer you access to a range of Standard and Enhanced Services as a part of Planet Mobile services.

Usage and subscription fees may apply for these services. Only usage charges for Standard Services are included in included call allowances where applicable.

Service Costs

Costs may apply for subscription and usage.

For further information please visit our website or call our Support Team on 1 300 477 669 for direct assistance.

5. Change of Customer - Mobile

You may transfer your rights and obligations under any existing agreement to other person(s) approved by us under our assessment policies. See the Plan Transfer policy for more details.

Service Costs

If your service is provided under a plan it will also need to be transferred. Charges will apply for a plan transfer.

To transfer your Planet Mobile services to another customer please call our Support Team on 1 300 477 669 for direct assistance.

6. Mobile Service Number Selection

Generally we are not able to provide you with a choice of mobile service numbers however we may offer you a selection of numbers that we have available at the time of the signing up to our service.

If a choice of mobile service number is required, please call our Support Team on 1 300 477 669 for direct assistance.

7. Mobile Service Number Changes

You may change your mobile service number at any time provided you swap to a previously 'unused' mobile service number.

If you wish to swap your mobile service number to a number that has been ported or transferred in then we must connect you to a new service plan. Any remaining months on your existing plan will be added to your new service plan term. Your existing plan will be cancelled.

Service Costs

If the number change is a result of harassing calls, we will ask our service network providers to complete the number change at no cost. Where our service network provider does not provide the number change without cost, an administration fee of \$25.00 will be charged.

If you wish to swap your mobile service number to a ported or transferred in number, we will waive any plan cancellation fee provided your new service is attached to a current plan of the same value or higher. A service fee for SIM card replacement of \$25.00 will apply.

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8. Changing Your Planet Mobile Service Number

To change your Planet Mobile services to another number please call our Support Team on 1 300 477 669 for direct assistance.

9. Planet Mobile Service Suspension

You may request a temporary suspension of your service.

We will suspend your service for a maximum of 3 months after which we reserve the right to disconnect you.

Should you fail to comply with what we consider to be an important term or condition of your agreement or should you fail to comply with a number of less important terms and conditions then we can suspend your service or reroute calls from your service. We will generally provide you with notice of your failure and allow you a reasonable time to remedy it.

However we may suspend your service without notice where:

- you exceed the amount of your credit limit;
- there has been, in our opinion, unusual activity on your service;
- there are technical problems with the service network or the service network requires repairs or maintenance;
- an authority such as the ACMA or enforcement agency directly instructs us to do so.

Service Costs

Whilst your service is suspended we will not charge you fees and charges. We will only do so where the suspension is due to your failure to comply with your obligations under your agreement, or is performed at your request.

We are unable to provide refunds or credits for any loss or damage arising from suspension of your service.

An additional monthly maintenance fee may be applicable to any suspended service after the first month of suspension.

If your mobile service is disconnected prior to the expiry of the minimum term of your plan (if any) you will be liable for any outstanding fees and charges plus the balance of your plan (plan payout) and any applicable fees including a plan cancellation fee.

10. Suspending a Planet Mobile Service

To activate, correct, cancel or suspend a mobile service call please call our Support Team on (03) 8804 1744 for direct assistance.

11. Non-Tolling Services

It is a condition of the service network that you must make at least one tolling call or SMS from your mobile service every 3 months. If you do not your mobile service may be suspended or disconnected.

Service Costs

If your mobile service is suspended for non-tolling a maintenance fee may apply.

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If your mobile service is disconnected prior to the expiry of the minimum term of your plan (if any) you will be liable for any outstanding fees and charges plus the balance of your plan (plan payout) and any applicable fees including a plan cancellation fee.

To replace a lost, stolen or damaged Planet Mobile service please call our Support Team on 1 300 477 669 for direct assistance.

12. Disconnection Of Services

You can request the disconnection of your Planet Mobile service at any time.

Where your service is on a plan we will cancel that plan and place you on your final billing run.

Transferring your mobile service number to another network or provider is considered a mobile service disconnection.

Should you fail to comply with what we consider to be an important term or condition of this agreement or should you fail to comply with a number of less important terms and conditions then we can disconnect your service.

Under normal circumstances we can disconnect you from the service network at any time after we give you 30 days notice of our intention to do so. However we may disconnect your service without notice where:

- you do something which we believe may damage the service network;
- an authority such as the ACMA or any enforcement agency directly instructs us to do so;
- we believe that you have used your service to commit unauthorised, criminal or unlawful activity;
- we believe it is necessary to comply with our legal obligations;
- we are unable to contact you, and you have not paid a tax invoice for what we consider to be an unreasonable period of time after the due date;
- we are entitled to do so under the specific terms and conditions of your plan or package.

Service Costs

Any monthly plan charges such as access fees which have been charged in advance will be recalculated and any adjustment will appear on your next bill.

If your service is disconnected prior to the expiration of the minimum term of your plan we will invoice you for the remaining access fees on your plan plus a plan cancellation fee if applicable. We will only charge a plan cancellation fee in circumstances where you have failed to comply with an important term or condition of our agreement.

If your mobile service is disconnected prior to the expiry of six (6) months from the date of your connection you will be liable for any outstanding charges plus the balance of your plan (plan payout) and any other applicable fees including a cancellation fee of \$25.00.

We are not liable to you or any person(s) claiming through you for any loss or damage arising from disconnection of your service.

13. Disconnection Of Your Planet Mobile Service

We have a range of attractive extension and upgrade offers available for all our loyal customers. Please call our Support Team on 1 300 477 669 for direct assistance.

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14. International Dialing and Information Services

International dialing and Information Services (1900 calls) are Premium Services and available to you only after you have made your first successful payment from your nominated direct debit facility. Thereafter call restrictions will be removed.

If we have not yet taken a payment from your direct debit facility, you may make an advance payment to us. Once this payment has been processed successfully the call restriction will be removed. Advance payments may be applied against your fees and charges.

Service Costs

There is no cost to activate international dialing and Information Services. Costs of using Information Services vary depending on the particular service.

International dialing call rate information provided by us is to be used as a guide only and may change without notice. Please see our website www.planetisp.com.au for current rates.

The required minimum advance payment to remove an international dialing and Information Services restriction is \$100. Advance payments may be applied against your fees and charges.

15. Accessing International Dialing and Information Services

To lift the restriction on international dialing and Information Services before your first debit date, please call our Support Team on 1 300 477 669 to make an advance payment.

To suspend access to International Dialing and Information Services

To activate, correct, cancel or suspend or for general enquiries about your International mobile service call our Support Team on 1 300 477 669 for assistance.

16. International Roaming

International Roaming is not automatically available; you must apply to us for access to this premium service.

We reserve the right to deny access to International Roaming or ask for a roaming bond, based on a credit assessment of your account.

If a roaming bond is required, it will be retained while you are overseas and refunded 3 months after notification of your return - the approximate duration required to finalise international call data records.

If taken, the roaming bond may be refunded to your direct debit facility or as a credit to your account with us.

Service Costs

There are no additional costs to access international roaming however in certain cases a roaming bond may be required.

Call costs vary depending on the international carrier. Call rate information provided by us is to be used as a guide only and may change without notice.

PLEASE NOTE: Whilst using international roaming you incur call costs for every call made and received.

You are responsible for all costs incurred while international roaming with your service. You should not rely on

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18. Accessing International Roaming

To enable your International Roaming please call our Support Team on 1 300 477 669 for direct assistance.

This should be done at least one (1) week before any overseas departures otherwise we may not be able to provision the international roaming service.

To find out more about International Roaming and International Call Rates or to suspend the International roaming service, call our Support Team on 1 300 477 669 for assistance or visit our website for further detailed information.

19. Refund of Roaming Bond

Tell us the date of your return to Australia and we will return your roaming bond within thirty (30) days of your return.

20. Mobile Number Transfers (Porting)

Mobile number transfers (also known as porting) refers to the transfer of a mobile number between mobile phone service providers. Mobile number porting includes transfers between the service network and its service providers (previously known as Digital Mobile Number Transfers).

We reserve the right to request proof that your existing contract has been extinguished prior to initiating a port to us.

We will not knowingly port any mobile service number in or out without the permission of the account holder.

We will fully comply with the relevant industry codes with respect to the completion of the porting process.

Ports may be rejected through the porting process for a variety of reasons and you may request an investigation of a port rejection.

You can withdraw your request to port your number at any time up until the mobile service number is activated with us.

We will endeavour to process port requests at the time requested by you; however we are unable to promise a cut over time. Port processing is restricted to Monday to Friday 8am - 8pm (EST) and Saturday 10am - 6pm (EST) outside of national public holidays. This is an industry restriction.

Our normal credit assessment policies apply to ported in services.

Service Costs

We do not charge for porting mobile numbers to our services.

We are unable to provide credits for mobile service numbers ported to us where outstanding contracts exist with prior providers. In the event that you transfer from us prior to the expiration of the minimum term of your plan you will be liable for any outstanding fees and charges including plan payout and plan cancellation fees.

21. Porting Your Number to Planet Mobile from an Existing Service Provider

You may port a mobile number to us from any service provider. Should you wish to do so you should contact us to initiate the porting process. We recommend that you check with your current service provider whether you are still under contract before you request a port.

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You do not need to contact your existing service provider if you wish to port. Our Support Team can handle this porting for you.

If applying to port a mobile number to us we require specific authorisation to initiate a port (Customer Authorisation). This may be via written application, a recorded call or electronic signature/acceptance.

If you are porting to us you should be aware that:

- Cancellation of existing service contracts/plans may incur administration fees from your current provider;
- It is possible to port mobile numbers associated with voice and some data services (for example Paging and WAP);
- Enhanced services will need to be reset on connection of your new service, and;
- Any transactions stored on your existing network such as Voicemail messages will be lost.

22. To Transfer from Planet to Another Service Provider

Whilst you do not need to contact us prior to porting a mobile service from us, we recommend you do so in order to confirm whether there are any outstanding obligations under your agreement, or simply to find out about the range of attractive extension and upgrade offers available for our loyal customers. To find out your Renewal options, call our Support Team on 1 300 477 669 for direct assistance.

23. Port Rejection

If you are attempting to port your mobile service number to us and the port is rejected, we will attempt to contact you with the port rejection details.

If you are porting your mobile service number from us to another service provider or network and the port is rejected, please contact them for details.

24. Withdrawing a Port Request

To withdraw your request to port your number, call our Support Team on 1 300 477 669 for assistance. If the port request has already been sent and accepted, it may be too late to be withdrawn.

25. Requesting a Port Reversal

If you believe a port took place without your consent, you may request a port reversal by calling our Support Team on 1 300 477 669 for any assistance you may require.

26. Billing Runs and Payment Cycles

On the last day of each month we will send you a bill for the amount owing, including your access fee and all applicable fees and charges. The monthly bill will be sent by an email notification together with a copy of the current bill.

For information on your billing cycle please call our Support Team on 1 300 477 669 for direct assistance.

27. Electronic Bills Online

You can login to our website to view your e-bills. Please go to <http://www.planetisp.com.au> and enter both your User Name and Password into the Client Login box. Then click "My Planet". This will take you to our secure billing server where you can view all aspects of your account.

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For further information and access to this service please call our Support Team on 1 300 477 669 for direct assistance.

28. Bill Reprints

Copies of all your Mobile service bills are available online from our website. If you are unable to access our website we will provide a duplicate copy of your bill on request.

Service Costs

If you request a copy of your bill other than your current bill, a document request/reprint fee of \$2.00 will apply. Bills can be viewed or downloaded from our website at no charge.

29. Viewing Your Bill Online

Approximately three (3) days after your billing run, go to our website and log on to your mobile service account by using your customer number and password.

If you don't have a password yet, press the 'Get your Password' button and fill in the form and press send. Once we receive your request, we will email you with further instructions.

To request a Bill Reprint call our Support Team on 1 300 477 669 for direct assistance.

30. Bill and Payment Queries

We accept bill queries before the direct debit date of your bill. We will assume all call, usage and service charges are correct and accepted by you after the debit date has passed.

We will attempt to resolve your billing queries involving bill re-calculations within five (5) business days from receipt of the query. To make a bill query call our Support Team on 1 300 477 669 as soon as possible for assistance.

31. Call Length and Usage Disputes

Call length and usage charges can be disputed or queried up to the due date of your bill. Once the due date has passed, we will assume the call charges to be correct and accepted by you. In the event of a dispute, we will initiate an investigation with the service network. Investigations can take up to 8 weeks.

The service network will not investigate queries whereby you dispute that a call or usage was made from your service.

Where a dispute is upheld in your favor, we will issue a credit to your account in the next billing run. To dispute a call or usage charge please take note of the call time, duration and number dialed and call our Support Team on 1 300 477 669 as soon as possible for assistance.