

ADSL Broadband

Plan	Small	Medium	Large	XL
Data	200GB	500GB	1000	Unlimited
Monthly Fee	\$50	\$60	\$70	\$80
Cost of 1MB	\$0.00025	\$.00012	\$.00007	N/A
Min cost No contract	\$250	\$260	\$270	\$280
Min cost 12 Months	\$700	\$820	\$940	\$1060
Min cost 24 Months	\$1200	\$1440	\$1680	\$1920

This summary provides you with important information about this plan

Information about the service

This is an ADSL broadband fixed line service. We will provide you with the fastest speed available at your exchange. This is generally ADSL2+ (up to 20MBps) but may be ADSL (up to 8MBps). ADSL broadband requires an active fixed line service.

These are residential grade services. Plan speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment.

Bundling

There is no bundling requirement.

Minimum Term

The minimum term is either a month to month, 12 months or 24 month contracts.

Equipment

A Wi-Fi modem is included only with a 24-month plan. No modem is included on the month to month or 12 month contract.

Broadband Plan Inclusions

Internet data as specified in the table above.

Changing Your Plan

You may change your plan once per month (e.g., from 200GB to 500GB) without charge, as long as it does not also mean a change of line speed. For details about line speed changes and fees please see details under heading 'Line Speed Change Fee'.

Internet Data

Both data downloads and uploads are counted in the monthly data usage allowance. Speed is reduced to 64K/64K for the remainder of the billing period once the monthly data allowance is reached. The renewal day for your monthly data allowance is the first day of each month.

Information about pricing

The minimum monthly charge is the plan fee as specified in the table above.

Early Contract Termination Fee

For the 24-month contract, the Early Termination Fee (ETF) for cancellation within the contract term is \$20 multiplied by the number of months remaining on the contract. Maximum ETF is \$480. For the 12-month contract, the ETF for cancellation at any time within the contract term is \$50. For the month to month contract, there is no ETF for cancellation.

What it costs for basic use on this plan

The cost of 1MB of data is specified in the table.

Activation Fee

Broadband:

For the 24-month contract, no service activation fee applies. For the 12-month contract, a \$100 service activation fee applies. For the month to month contract, a \$200 service activation fee applies. You will only be billed when your ADSL line provisioning is successful.

Fixed Line: There is no fee if you are transferring an existing fixed line connection from another provider. A connection fee applies for a new fixed line connection.

Equipment Fee

A Wi-Fi modem and delivery is included with a 24-month contract. A customer can bring their own modem or purchase a modem from us on the month to month or 12 month contracts.

Line Speed Change Fee

A change of line speed (e.g. from 8MBps to 20 MBps) will cost \$35.

Relocation Fee

A relocation fee of \$59 applies for ADSL service relocations should you move address. A service can only be relocated if your new address is served by an exchange enabled with the appropriate ADSL equipment.

Incorrect Call Out Fee

If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network an incorrect call out fee of \$220 applies. Any additional technician charges incurred will be added to your account. Any additional technician charges incurred will be added to your account.

Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. Your monthly charges will be billed in advance. Your service is invoiced on the same date each month. Your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone Company. Any activation and equipment fees will also appear on your first invoice. A late payment fee may apply if you don't pay your bill by the due date.

Unused Included Value & Data Allowances

At the end of each billing month any unused data or included call values will be forfeited.

Other Information

Obtaining Data Use Information

To access information about your data usage, please log into your account at southernphone.com.au

Fair use

This service is subject to our fair use policy and can be found on our website southernphone.com.au/fair-use

Customer Service

For customer service please call us on 13 14 64.

Dispute Resolution

If you have a problem or complaint about your service please call us on 13 14 64. If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit tio.com.au/about-us/contact-us

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au