

## Mobile Broadband 12 Month Plans

Plan	Monthly Fee	Data Included	Cost of 1MB Data	Total Minimum Cost
MB7	\$15	7GB	\$0.0021	\$180
MB15	\$25	15GB	\$0.0017	\$300
MB50	\$40	50GB	\$0.0008	\$480
MB100	\$65	100GB	\$0.0007	\$780
MB250	\$110	250GB	\$0.0004	\$1320

This summary provides you with important information about this plan

### Description of service

#### Device

No device is included in this plan.

#### Minimum Term

The plans all have a 12 month contract.

#### Plan Credit Inclusions

Data as specified in the table above

#### Changing Your Plan

You can change to a higher value plan with more mobile data, at any time at no charge. You can change back to your original plan at any time at no charge. However you can not change to a lower monthly fee plan than your original plan without incurring an early termination fee.

### Network Information

This mobile broadband plan operates on the Optus 4G and 3G network. Mobile broadband services are affected by network utilisation, weather conditions, the distance from the tower and hills as well as building types and other obstructions that can impede the signal. Also, where the network is under heavy load, a voice call will take precedence over a mobile data connection. This congestion can be worse in high use periods like school holidays.

#### Aerials

In some cases, reception, can be improved by using an external aerial attached to the USB modem. Southern Phone does not provide aerials and we suggest you source them from an electronics specialist.

#### SMS

You can send and receive text messages using Mobile Broadband Service. Each text message (SMS) is charged at \$0.25 cents per 160-character message.

#### International Usage

Due to the extremely high rates charged by overseas carriers the service cannot be used overseas. If you travel you should get a local service in your destination country.

#### Free SMS Alerts

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your monthly data allowance. There may be a delay of up to 48 hours with these SMS alerts. Receiving these alerts are dependent on the device in which the sim card is being used.

### Information About Pricing

The minimum charge is shown in the table above.

#### Total Minimum Cost

The total minimum amount you'll have to pay is shown in the table above.

#### Maximum Monthly Charge

Your maximum monthly charge is equal to the minimum monthly charge for this plan, unless you incur excess data charges during the month.

#### Important Note:

- If a large amount of data is used in a short period of time this may result in excess data usage.
- Mobile broadband data usage listed in the Southern Phone mobile app and online portal may be delayed by up to 48 business hours.
- We will always do our best to notify you, should you exceed your included allowance.
- You will be responsible for any excess data charges incurred.

#### Excess Data Usage

If you use more than your included data during your billing cycle, we'll automatically charge a casual data at the rate of 1.1 cents per MB. Your service may be restricted if your use is excessive. Extra data usage will expire at the end of your billing cycle.

#### What it Costs for Some Basic Usage

The cost of 1MB of data, where your total data usage in a month equals the data allowance for your plan is shown in the table above.

#### Early Contract Termination Fee (ETF)

There is an early termination fee should you end your contract before the end of the term. ETF if you terminate in the first 6 months: **MB7** \$60, **MB15** \$100, **MB50** \$160, **MB100** \$275, **MB 250** \$460.

ETF if you terminate in the last 6 months: **MB7** \$25, **MB15** \$40, **MB50** \$65, **MB100** \$100.

**MB 250** \$175. Any outstanding monthly device payments will also be charged to your account.

### Other Charges

The SIM replacement fee is \$20.

#### Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. Your service is invoiced on the same date each month. The monthly plan fee is charged in advance. Your first invoice will be for more than the monthly plan fee because it will include the plan fee for the days between service activation and your first invoice date plus the plan fee for the next full month. A late payment fee may apply if you don't pay your bill by the due date.

### Other Information

#### Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please log into your account at [southernphone.com.au](http://southernphone.com.au)

#### 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](http://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](http://southernphone.com.au)