

ADSL Broadband & Home Phone Bundle

Plan	Small	Medium	Large
Data	50GB	200GB	Unlimited
Monthly Fee	\$70	\$80	\$90
Local Calls	Unlimited	Unlimited	Unlimited
National Calls	Unlimited	Unlimited	Unlimited
Calls to Mobiles	39¢ call connection 37¢/minute capped at \$1.49 for 10 mins	Unlimited	Unlimited
Min cost 24 months	\$1754	\$1994	\$2234
Cost of 1MB	\$0.0015	\$0.0005	-

This summary provides you with important information about this plan

Information about the service

This is an ADSL broadband and PSTN 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. Your PSTN fixed line service will operate on the Telstra network.

Line Speed

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

This service bundles your ADSL broadband and PSTN fixed line services.

Minimum Term

The minimum term is 24 month contracts.

Equipment

A Wi-Fi modem is included.

Broadband Plan Inclusions

Internet data as specified in the table above.

Home Phone Inclusions

- Unlimited call credits as specified in the table above
- Line rental is included

Home Phone Exclusions

If you use any of the following services additional charges will apply: calls to satellite services, value added services, operator assisted/directory assistance or Sensis® calls, 13/1300 calls, premium content calls (e.g. to 19 numbers) or calls to international numbers.

KEY RATES Home Phone Call Charges	
Local Calls	Included
National Calls	Included
\$70 Small Plan. Calls to mobiles	39¢ call connection fee 37¢/minute capped \$1.49 for 10 mins
Call charge Mobiles Med & Large Plans	Included
International calls	39¢ connection + call cost See our website
Directory assistance 1223, 1225	40¢ connection + 99¢/min
Premium 19 numbers (competitions, TV voting etc)	Charge as advertised by provider

Changing Your Plan

You may change your plan once per month without charge as long as it does not also mean a change of line speed. You cannot move below the original plan you purchased.

Line Speed Change

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

Broadband 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

Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above. The minimum cost over 24 months is specified in the table above.

Early Termination Fee (ETF)

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.

Cost of 1MB of broadband data

The cost of 1MB of data is indicated in the table above.

Broadband Activation & Connection

There is a \$59 activation charge.

Priority Assistance

Priority assistance is a service designed to help people with diagnosed life-threatening medical conditions. Southern Phone does not offer this service, if you require this we advise you contact Telstra for your phone service.

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. Should you transfer your number to another provider then a once off \$8 number port fee will apply.

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.

Standard Connection Fees

A connection charge applies to connect your home phone service:

- Telephone line without a techni

- New telephone connection/ technician visit \$99
- telephone line connection with technician visit \$339

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.

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

Customer Service

For customer service please call us on 13 14 64.

Fair Use

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

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