



CRITICAL INFORMATION SUMMARY

Kids Safe Bundle

Information about the service

This bundle combines our ADSL broadband (XL) plan with our Home Phone Bundle (L) + Family Zone + \$55.95 per month Bundle Discount.

Please see the complete critical information summary for each plan below.

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 are no bundling requirements.

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

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



Home Phone Plans

	S	M	L
Monthly Fee	\$24.95	\$39.95	\$69.95
Line Rental	Included	Included	Included
Call Credit	—	Unlimited Local & National Calls	Unlimited Local & National Calls. Calls to 13 Numbers & Mobiles

This summary provides you with important information about this plan

Information about the service

Home Phone Small, Medium and Large are postpaid fixed line plans.

Bundling

There are no bundling requirements.

Minimum Term

All Home Phone plans have no contract period.

Your Plan Credit Inclusions

Included credit inclusions are shown in the table above.

Your Plan Credit Exclusions

- Calls in excess of your plan credit, calls to 13 and 1300 numbers and all other services not specified as being included in the monthly credit. (eg., Messagebank and handset rental).
- Calls to satellite numbers are charged differently to standard calls. Charges for these calls can be found at our website.

All other services not specified as being included in the monthly credit.

Changing your plan

- You can change your plan at any time with no extra charge

Information about pricing

Your minimum monthly charge is the plan fee in the table above. If you use more than the monthly call credit or use services not included in the credit you'll have to pay more than the plan fee.

Call Charges

KEY RATES	
Call charges included in the plan fee will be credited each month.	
National call	25¢ per minute capped at \$1.98 for 1 hour + 45¢ connection fee
Local calls	25¢ per call
Call to Australian Mobiles	37¢/min capped at \$1.49 for 10 minutes + 45¢ connection fee
Calls to 13 numbers	40¢ per call
International calls	45¢ call connection. Charged per minute. See our website for rates
International calls	See our website
International SMS	55¢
Directory assistance 1223, 1225	Charge as advertised by provider
Premium 19 numbers (competitions, TV voting etc)	Charge as advertised by provider

Other Information

Fair Use

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

- Be used for running a telemarketing business or call centre.

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Southern Phone Company Limited ABN 42 100 901 184

In addition the service cannot;

- Be used with handsets, auto-dialler devices or software or other equipment that have not been approved by us for use on our network.
- Be used at data centres.

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 \$150 applies. Any additional technician charges incurred will be added to your account.

Activation & Connection Fees

There is no fee if you are transferring an existing fixed line connection from another provider. If you transfer your service from a standard fixed line to VoIP, a once off \$8 portability fee will apply.

A connection charge applies to connect your home phone service:

- Telephone line without a technician visit – \$99
- Telephone line with a technician visit – \$165
- New telephone line connection/telephone line connection with a technician visit and cabling work – \$339

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.

Connection timeframes

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible. If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 5 working days of your request. If this isn't possible, then we aim to connect your service within 5 to 25 working days, depending on your location.

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