



CRITICAL INFORMATION SUMMARY

Unlimited NBN and Phone Bundle

Information about the service

nbn™ Broadband + Home Phone

This bundle combines our nbn™ broadband plans with our: VoIP plans,

- **Unlimited nbn™ Broadband Turbo**
Typical evening speed 40Mbps (7pm to 11pm)
- **Voip Large** Unlimited Local, National & calls to Mobiles
- **Included:** Wi-Fi modem **Modem is included at \$0 on a 24 month contract.**
- **24 month contract**
- **Includes** a \$20 per month discount for the first 24 months then the plan reverts back to \$100 per month.

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



CRITICAL INFORMATION SUMMARY

nbn™ BROADBAND 24 Month Contract

Access	Plan	Data	Monthly Fee	Cost per MB	Min Cost
Turbo Speed Typical evening speed 40Mbps	Unlimited	Unlimited	\$70	N/A	\$1680

Typical evening speed is between 7pm to 11pm

This summary provides you with important information about this plan

Information about the service

This is a nbn™ broadband service. nbn™ is not available in all areas.

Bundling

This 24 Month plan is available only when bundling on a 24 month contract. Eligible for a maximum of a \$20 per month discount for the combined services for the first 24 months, the Bundle plan then reverts back to \$100 per month for both services.

Minimum Term

The minimum term is 24 months.

Equipment

A nbn™ termination device may be installed in your home depending on your connection type. A Wi-Fi modem is included.

Broadband Plan Inclusions

Monthly broadband data allowance as specified in the table above.

Speed

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. Max Speed is not available on a Fixed Wireless connection.

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. For details about line speed changes and fees, please see details under the heading 'Line Speed Change Fee'.

Broadband Data

Both data downloads and uploads are counted in the monthly data usage allowance. Once you have reached your monthly data allowance, speed is reduced to 256/256Kbps for the remainder of the billing period. The renewal day for your monthly data download quota is the first day of the month.

Information about pricing

Minimum Monthly Charge

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

Early Contract Termination Fee (ETF)

For the 24 month contract, the ETF within the first 12 months is \$100. ETF if terminated in the last 12 months of your contract is \$50. Maximum ETF for the 24-month contract is \$100.

Order Cancellation

If you cancel your ordered service while in progress, a \$99 order withdrawal fee will be charged.

Cost of 1MB of data

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

Equipment Fee

Wi-Fi modem and delivery is included. If you're in a new development or your property does not have an existing connection and are not already connected to the nbn™, nbn™ Co may charge \$330 to connect your premises to the nbn™.

Line Speed Change Fee

A change of line speed will cost \$35. Line speed change to your plan cost is specified in the table above.

Relocation Fee

A relocation fee of \$59 applies to service relocations should you move address. An nbn™ service can only be relocated if nbn™ is available at the new address. If nbn™ is not available at the new address, we will discuss your options with you at the time.

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 service is invoiced on the same date each month. Accounts are billed in advance so your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone and a one month in advance plan fee. Any initial pro rata amount will not be adjusted. Any relocation, technician, 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.

Other Information

Customer Service Guarantees (CSG) on nbn™

The phone service is not covered by the CSG Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at acma.gov.au

Priority Assistance and Medical Services

The phone service must not be relied upon for priority assistance, critical medical services, emergency calling or similar services.

Battery Backup Unit

You are responsible for replacing the batteries in the nbn™ backup unit. We will pass through all alarms we receive from nbn™ to you.

Obtaining Call and Data Use Information

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

Customer Service

For customer service please call 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

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



CRITICAL INFORMATION SUMMARY

VoIP 24 Month Contract

Plan	Monthly Fee	Local, National & calls to Mobiles	Calls to 13 No.	International Calls	Min Cost
Large Plan	\$30	Unlimited	40c per call	Standard rates	\$1680

This summary provides you with important information about this plan

Information about the service

This is a VoIP home phone only service. These services require an active internet connection to work.

Bundling

This plan is only available when bundled on a 24 month contract. This 24 Month plan is available only when bundling on a 24 month contract.

Eligible for a maximum of a \$20 per month discount for the combined services for the first 24 months, the Bundle plan then reverts back to \$100 per month for both services.

Minimum Term

The minimum term is 24 months.

Equipment

No equipment is supplied with this plan.

Home Phone Plan Inclusions

As specified in the table above. Fair Use Policy applies to unlimited calls. Please see our website for details.

Home Phone Plan Exclusions

Calls to 13 and 1300 numbers, calls to premium numbers and international calls are not included in unlimited calls unless stated.

Changing Your Plan

You may change your plan to a higher plan once per month without charge.

Information about pricing

Minimum Monthly Charge

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

Early Contract Termination Fee (ETF)

For the 24 month contract, the Early Termination Fee (ETF) is \$20/month for the Large plan.

Activation Fee

There is no activation fee for these services.

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. Accounts are billed in advance so your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone and a one month in advance plan fee. Any initial pro rata amount will not be adjusted. A late payment fee may apply if you don't pay your bill by the due date.

KEY RATES	
Local Calls	10¢
National Calls	25¢ a min capped at \$1.98 for 1 hour
National Call Connection	39¢
Calls to mobiles	37¢ /minute capped at \$1.49 for 10 mins
Calls to mobiles connection fee	39¢
International Call Connection	39¢ + standard rates See website
13 & 1300 no.	40¢

Other Charges

If you transfer your service from a standard fixed line to VoIP, a once off \$8 portability fee will apply.

Other Information

Customer Service Guarantees (CSG)

This phone service is **not** covered by the Customer Service Guarantee Rights under

Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at acma.gov.au

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 to contact Telstra for your phone service

Obtaining Data Use Information

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

Fair use policy applies: See

www.southernphone.com.au/fair-use

Customer Service

For customer service please call us on 13 14 64.

Dispute Resolution

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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/aboutus/contact-us

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