



# 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 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	Special offer First 24 months	Cost per MB	Min Cost
<b>Basic Speed</b> Typical evening speed 10Mbps	Small	100GB	\$50		\$0.00050	\$1200
	Unlimited	Unlimited	\$60		N/A	\$1440
<b>Turbo Speed</b> Typical evening speed 40Mbps	Unlimited	Unlimited	\$70	\$50	N/A	\$1200 First 24 months
<b>Max Speed</b> Typical evening speed 80Mbps	Unlimited	Unlimited	\$100	N/A	N/A	\$2400

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.

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



# CRITICAL INFORMATION SUMMARY

## VoIP 24 Month Contract

Plan	Small	Medium	Large	XL International
Monthly Fee	\$10	\$20	\$30	\$40
Local Calls	10c per call	Unlimited	Unlimited	Unlimited
National Calls	25c per minute Capped at \$1.98 for 1 hour	Unlimited	Unlimited	Unlimited
Calls to Mobiles	37c per minute Capped at \$1.49 for 10 minutes 39c connection fee	37c per minute Capped at \$1.49 for 10 minutes 39c connection fee	Unlimited	Unlimited
Calls to 13 Numbers	40c per call	40c per call	40c per call	40c per call
International Calls	Standard Rates	Standard Rates	Standard Rates	Unlimited land line calls to: Canada, France, Germany, Ireland, Netherlands, Spain, UK, USA, China, India, New Zealand, Italy, Vietnam, Philippines & South Africa
Min cost	\$240	\$480	\$720	\$960

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.

#### 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 \$10/month for each of the remaining months for the Small (\$10) plan and \$20/month for each of the months remaining for the Medium, Large & XL International plans.

#### 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¢
KEY RATES XL \$40 Plan	
International call rates & connection to all other countries not included	39¢ + Standard rates See website

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

**Fair use policy applies:** See [www.southernphone.com.au/fair-use](http://www.southernphone.com.au/fair-use)

#### Customer Service

For customer service please call us on 13 14 64.

#### Dispute Resolution

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