

## ADSL Business Broadband

Plan	XL
Data	Unlimited
Monthly Fee	\$80
Cost of 1MB	N/A
Min cost No contract	\$280

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.

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 is no bundling requirement.

#### Minimum Term

The minimum term is one month.

#### Equipment

No modem is included.

#### Broadband Plan Inclusions

Internet data as specified in the table above.

#### 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.

#### 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

There is no Early Termination Fee (ETF) 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 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.

### Optional Inclusion Charges

Static IP option - \$5/mth

Enhanced Security Juniper Router - \$800

Professional Handset Install - \$200/handset

### 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.

### 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 Value & Data Allowances

At the end of each billing month any unused data or included call values will be forfeited.

### 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](http://southernphone.com.au/fair-use)

#### 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)**