

# Critical Information Summary

## Small: \$20 2.5GB SIM Only Plan



**Service Description:** This plan uses the Optus 4G network.

**Plan Description:** SIM only plan.

**Plan Inclusions:** Unlimited calls, SMS and MMS to standard Australian numbers and 2.5GB data.

**Minimum Monthly Charge:** \$20.00

**Minimum Term:** Month to Month

### Information about this service

#### Minimum term of the service

This service is month to month.

#### Boosting and Excess usage

If you use more than your included data during your billing cycle, we'll give you another 1GB for \$10, up to a maximum of 3GB additional on one service per month. You will then be charged for casual data at the rate of \$0.02 cents per MB. Your service may then be restricted. Extra data will expire at the end of your billing cycle and you'll automatically be moved back to your plan's original inclusions and charges.

#### Exclusions

Your call credit does not include calls and text to international numbers, text and calls to premium numbers, directory assistance, calls to satellite phones, all other services not specified as being included in the monthly credit.

For more information see here:

[southernphone.com.au/articles/mobile-rates](https://southernphone.com.au/articles/mobile-rates)

#### International roaming costs

Making and receiving calls overseas is excluded from your call credit. These calls and data rates are outside our control. Roaming charges are higher than charges for international calls from Australia and data usage may be more expensive. Customers may also be charged for both making and receiving calls while overseas. We strongly recommend you do not use International Roaming but buy a local SIM card when you arrive at your destination.

#### SMS alerts

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your monthly data allowance. There may be a delay of up to 48 hours with these SMS alerts.

#### Changing your plan

You can change to a higher value plan with more mobile data, at any time at no charge. You can change back to your original plan at any time at no charge. However, you cannot change to a lower monthly plan fee than your original plan without incurring an early termination fee.

### Information about pricing

#### Other charges that may apply

- The SIM replacement fee is \$20.
- An \$8 port out charge is applied if you disconnect or transfer your mobile service

#### Billing

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.

#### Your Bill

Email billing is free. There is a \$2.20 paper bill fee.

#### Late payment

A fee of \$10 may apply if you don't pay your bill by the due date.

### Other Information

#### Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please log into your account at [southernphone.com.au](https://southernphone.com.au)

#### Customer Service

For customer service please call on 13 14 64.

#### Fair Use

This service is subject to the nbn™ Fair Use Policy

[southernphone.com.au/About-Us/Policies/Fair-Use-Policy](https://southernphone.com.au/About-Us/Policies/Fair-Use-Policy)

#### Dispute Resolution

If you have a problem or complaint about your service, please call us on 13 14 64 or use our live chat on our website. Our complaint handling policy can be found here:

[southernphone.com.au/About-Us/Policies/Complaints-Handling-Policy](https://southernphone.com.au/About-Us/Policies/Complaints-Handling-Policy)

#### Industry Ombudsman

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](https://tio.com.au/about-us/contact-us)

**This is a summary only to view all policies, terms and conditions go to: [www.southernphone.com.au/About-Us/Policies](https://www.southernphone.com.au/About-Us/Policies)**

# Critical Information Summary

## Device Payment Plan



**Service Description:** This is the addition of hardware.

**Plan Description:** Device Payment Plan

### Information about this service

#### Device Payment Plan

Device Payment Plan provides you with greater choice when purchasing eligible hardware such as a mobile handset. When you connect to an eligible plan, you now have the ability to choose from a wide selection of hardware without the worry of having an upfront cost.

#### Your Plan

##### How does the DPP work?

These monthly payments allow you to select a device and pay it off in affordable monthly repayments. The DPP is a separate product overlaid across your service plan.

#### Contract Period

A DPP is contracted for a 24-month period. Fees apply for the early termination of a DPP contract.

### Eligibility

#### Who is eligible and what options are available?

If you have an active service on an eligible plan, you can use the DPP to pay off your handset purchase. For details of eligible plans please speak to our sales or customer service representatives. All customers must pass our credit assessment to be eligible for these offers.

### Other Information

#### Conditions

There is a limit of 1 DPP per eligible service and they can only be used to purchase eligible hardware such as a mobile handset.

#### Early Termination Fees

Fees apply for the early termination of a Device Payment Plan fixed term contract. The early termination fee is calculated by multiplying the monthly device payment fee by the number of months remaining on the contract.

For example, if you are on a \$5 DPP and you leave 6 months into the 24-month contract, it will be  $\$5 \times 18$  months remaining = \$90.

#### Cancelling your Mobile Service

To be eligible for a Device Payment Plan, the associated service must be billed on the same account. If you cancel the service attached to your Device Payment Plan you will be charged an early termination fee.

#### Changing your DPP

You cannot upgrade or downgrade your Device Payment Plan contract. If you wish to alter your existing Device Payment Plan this will be treated as a contract termination and you will be

required to sign-up for a new Device Payment Plan on a new contract.

#### Minimum Cost

Minimum cost over 24 months is the monthly payment multiplied by 24.

#### Termination

You will be invoiced monthly for your DPP monthly amount. If full payment is not received, Southern Phone Company may suspend or cancel the associated service. Southern Phone Company will give you prior notice if this is to occur.