

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.

Billing

There is a \$2.20 charge to print and post a paper bill. Your service is invoiced on the same day each month. Your monthly charges will be billed in advance. 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.

Obtaining Call Use Information

To access information about your call expenditure, 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

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