

VoIP PLANS

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 1 Month	\$10	\$20	\$30	\$40

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

There are no bundling requirements.

Minimum Term

This is a month to month service.

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 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

There is no early termination fee.

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 \$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

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

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/aboutus/contact-us

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