



CRITICAL INFORMATION SUMMARY

Next Home Phone Plans

Plan	Small 25	Small 27	Medium 44	Large 60
Monthly Fee	\$25	\$27	\$44 Includes \$44 of Local, National & calls to mobiles	\$60
Local & National Calls	Per minute rate 5c Capped at 25c per call for the first hour No Call connection fee	Per minute rate 5c Capped at 25c per call for the first hour No Call connection fee	Per minute rate 5c Capped at 25c per call for the first hour No Call connection fee	Unlimited
Calls to Mobiles	Per minute rate 30c Capped at \$3 per call for the first hour Call connection fee 45c per call	Per minute rate 30c Capped at \$3 per call for the first hour Call connection fee 45c per call	Per minute rate 30c Capped at \$3 per call for the first hour Call connection fee 45c per call	Unlimited
Calls to 13 Numbers	35c per call	35c per call	35c per call	35c per call
Plans may not be available in all areas. For more information contact our Next Home Phone team on 1800 331 241				

This summary provides you with important information about this plan

Information about the service

This is a Home Phone only service. Your fixed line will be connected by our Next Home Phone Equipment. This service is not available at all locations.

Bundling

There are no bundling requirements.

Minimum Term

The minimum term is 24 months.

Equipment

A Next Home Phone device will be sent to your home. Additional cabling may be required for some installations. You will be advised if this is the case.

Home Phone Plan Inclusions

As specified in the table above. Fair Use Policy applies to unlimited calls.

Home Phone Plan Exclusions

Calls to premium numbers are not available on this service. International calls are only included when adding the International call option.

Add an Unlimited International Call Option			
Small 25	Small 27	Medium 44	Large 60
N/A	N/A	Add \$15 p/mth	Add \$15 p/mth

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

The early termination fee is calculated as \$10 multiplied by the months remaining on your contract.

Activation Fee

There is no activation fee for this service.

Other Charges

An \$8 port out charge is applied if you disconnect or transfer your fixed line service.

Pensioner Discount

The applicant must be over 60 years of age to receive the discount

Seniors/Pensioner Plan Discount			
Small 25	Small 27	Medium 44	Large 60
\$5 OFF	Up to \$5 off local, national and calls to mobiles each month	\$5 OFF	\$10 OFF

Billing

Should you not active your service within 30 days of receiving our equipment, your plan will automatically start billing. Email billing is free. A \$2.20 charge is applied for paper 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. A late payment fee may apply if you don't pay your bill by the due date.

KEY RATES	
Local & National Calls	5¢ a min capped at 25c for first hour
Calls to mobiles	30¢ /minute capped at \$3 for first hour
Calls to mobiles connection fee	45¢
International Call Connection	45 ¢ + standard rates See website
13 & 1300 no.	35¢

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 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

International Call Option

For call rates to countries not listed below please go to our international rates on our website.

International Countries included:

BRAZIL, CANADA, CHINA, inc mobile, COLOMBIA, inc mobile, DENMARK, inc mobile, FRANCE, FRENCH GUIANA GERMANY, inc mobile GREECE, HAWAII, HONG KONG, inc mobile, HUNGARY, inc mobile, ICELAND, inc mobile INDIA, inc mobile, IRELAND, inc mobile, ISRAEL, inc mobile, ITALY, inc mobile, JAPAN	KOREA REP, inc mobile, LUXEMBOURG, inc mobile MALAYSIA, inc mobile, MALTA, inc mobile, MEXICO, inc mobile, NEW ZEALAND NORWAY, inc mobile, PERU, inc mobile, POLAND, ROMANIA, inc mobile, SINGAPORE inc mobile, SWEDEN, inc mobile, SWITZERLAND, TAIWAN, UK, USA, VENEZUELA,
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This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au