



# CRITICAL INFORMATION SUMMARY

## NBN™ BROADBAND Month to Month

Access	Plan	Data	Monthly Fee	Cost per MB	Min Cost
Basic Speed Typical evening speed 11Mbps	Small	100GB	\$45	\$0.00045	\$45
	Medium	200GB	\$50	\$0.00025	\$50
	Large	500GB	\$55	\$0.00011	\$55
	Unlimited	UNLIMITED	\$60	N/A	\$60
Turbo Speed Typical evening speed 46Mbps	Unlimited	UNLIMITED	\$70	N/A	\$70
Max Speed Typical evening speed 80Mbps	Unlimited	UNLIMITED	\$100	N/A	\$100

Typical evening speed is between 7pm to 11pm

This summary provides you with important information about this plan

### Information about the service

This is a nbn™ broadband service. nbn™ is not available in all areas.

#### Bundling

There are no bundling requirements.

#### Minimum Term

The minimum term is month to month.

#### Equipment

A nbn™ termination device may be installed in your home depending on your connection type. A Wi-Fi modem is not included.

#### Broadband Plan Inclusions

Monthly broadband data allowance as specified in the table above.

#### Speed

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. Max Speed is not available on a Fixed Wireless connection.

#### 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. You cannot move below the original plan you purchased. For details about line speed changes and fees, please see details under the heading 'Line Speed Change Fee'.

#### Broadband Data

Both data downloads and uploads are counted in the monthly data usage allowance. Once you have reached your monthly data allowance, speed is reduced to 256/256Kbps for the remainder of the billing period. The renewal day for your monthly data download quota is the first day of the month.

### Information about pricing

#### Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above. Minimum cost per month is specified in the table above.

#### Early Contract Termination Fee (ETF)

For the month to month contract, there is no ETF for cancellation.

#### Order Cancellation

If you cancel your ordered service while in progress, a \$99 order withdrawal fee will be charged.

#### Cost of 1MB of data

The cost of 1MB of data is shown in the table above.

#### Equipment Fee

Wi-Fi modem and delivery is not included. You can purchase a modem from us for \$99 including postage. If you're in a new development or your property does not have an existing connection and are not already connected to the nbn™, nbn™ Co may charge \$330 to connect your premises to the nbn™.

#### Line Speed Change Fee

A change of line speed will cost \$35. Line speed change to your plan cost is specified in the table above.

#### Relocation Fee

A relocation fee of \$59 applies to service relocations should you move address. An nbn™ service can only be relocated if nbn™ is available at the new address. If nbn™ is not available at the new address, we will discuss your options with you at the time.

#### 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. 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. Any relocation, technician, 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.

### Other Information

#### Customer Service Guarantees (CSG) on nbn™

The 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 and Medical Services

The phone service must not be relied upon for priority assistance, critical medical services, emergency calling or similar services.

#### Battery Backup Unit

You are responsible for replacing the batteries in the nbn™ backup unit. We will pass through all alarms we receive from nbn™ to you.

#### Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please log into your account at southernphone.com.au

#### Customer Service

For customer service please call on 13 14 64.

#### Fair Use

This service is subject to our fair use policy and can be found on our website southernphone.com.au/fair-use

#### 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