



CRITICAL INFORMATION SUMMARY

NBN Triple Bundle

Information about the service

NBN™ Broadband + Home Phone + Mobile Phone

This bundle combines our nbn™ broadband plans with our: Southern Voice (VoIP) plans, Green 4G (12 month) mobile plans and an optional Device Payment Plan (DPP).

Small Bundle:

- Includes nbn™ broadband 100GB (S)
- Southern Voice - VoIP (M)
- \$12 Green 4G Plan and an optional DPP

Medium Bundle:

- Includes nbn™ broadband 200GB (M)
- Southern Voice - VoIP (M)
- \$22 Green 4G Plan and an optional DPP

Large Bundle:

- Includes nbn™ broadband 1000GB (M)
- Southern Voice - VoIP (L)
- \$22 Green 4G Plan and an optional DPP

Please see the complete critical information summary for each plan below.

NBN BROADBAND

| Plan | Small | Medium | Large | X Large | XX Large |
|----------------------|--|--|--|--|--------------------------------------|
| Data | 100GB | 200GB | 500GB | 1000GB | Unlimited |
| Monthly Fee | \$45 | \$50 | \$55 | \$60 | \$65 |
| Speed | 12/1 | 12/1 | 12/1 | 12/1 | 12/1 |
| Speed Boost | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 NA 100/40 NA |
| Cost of 1MB | \$0.0005 | \$0.0003 | \$0.0001 | \$0.0001 | - |
| Min cost No Contract | \$245 | \$250 | \$255 | \$260 | \$265 |
| Min cost 12 Months | \$640 | \$700 | \$760 | \$820 | \$880 |
| Min cost 24 Months | \$1080 | \$1200 | \$1320 | \$1440 | \$1560 |

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 either month to month, 12 months or 24 months.

Equipment

A nbn™ termination device may be installed in your home depending on your connection type. A Wi-Fi modem is included only on the 24 month contracts.

Broadband Plan Inclusions

Monthly broadband data allowance as specified in the table above.

Line speed

Is specified in the table above.

Fair use policy applies to unlimited data plan, please refer to our website for details.

Changing Your Plan

You may change your plan once per month (e.g. from \$55 to \$60 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. Plan speeds are shown in downstream/upstream format and speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality and length, customer premises interference, traffic and equipment. 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 over 24 months is specified in the table above.

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Early Contract Termination Fee

For the 24-month contract, the Early Termination Fee (ETF) for cancellation within the contract term is \$20 multiplied by the number of months remaining on the contract. Maximum ETF is \$480.

For the 12-month contract, the ETF for cancellation at any time within the contract term is \$50. For the month to month contract, there is no ETF for cancellation.

Cost of 1MB of data

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

Activation Fees

For the 24-month contract, no service activation fee applies.

For the 12-month contract, a \$100 service activation fee applies.

For the month to month contract, a \$200 service activation fee applies.

You will only be billed when your nbn™ provisioning is successful.

Equipment Fee

Wi-Fi modem and delivery is included with a 24-month contract. 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™. A customer can supply their own modem or purchase a modem from us on the month to month or 12 month contracts.

Line Speed Change Fee

A change of line speed will cost \$35. Move from the 12/1Mbps up to 25/5Mbps for \$10 a month. 25/5Mbps is the maximum speed for the unlimited plan.

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. Your service is invoiced on the same date 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.

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 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

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VoIP PLANS

| Plan | Small | Medium | Large | XL International |
|---------------------|--|--|----------------|--|
| Monthly Fee | \$5 | \$10 | \$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 | \$5 | \$10 | \$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. 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. 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

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

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

Obtaining Data Use Information

To access information about your data usage, please log into your account at south-

ernphone.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/aboutus/contact-us

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Green 4G 12 Month Plans

| Plan | Monthly Fee | Calls | SMS | Data | Minimum Spend |
|----------|-------------|-----------|-----------|------|---------------|
| Green 12 | \$12 | Unlimited | Unlimited | 1GB | \$144 |
| Green 22 | \$22 | Unlimited | Unlimited | 4GB | \$264 |
| Green 35 | \$35 | Unlimited | Unlimited | 10GB | \$420 |
| Green 50 | \$50 | Unlimited | Unlimited | 15GB | \$600 |
| Green 65 | \$65 | Unlimited | Unlimited | 30GB | \$780 |

This summary provides you with important information about this plan

Description of service

Handsets

No device is included in this plan.

Minimum Term

The plans are all 12 month contracts.

Plan Credit Inclusions:

Your credit is for use in Australia for:

- Calls to Australian landlines and mobiles
- Calls to 13 and 1800 numbers
- Voicemail
- SMS and MMS to Australian numbers

Included mobile data is shown in the table above.

Plan Exclusions

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

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.

Free 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 72 hours with these SMS alerts.

Information About Pricing

This post-paid mobile voice service uses the Optus 4G & 3G mobile network. The minimum charge is shown in the table above. If you use more than your data allowance or use your mobile for services not included in the credit you'll have to pay more than the minimum charge.

KEY RATES

Call and SMS charges included in the plan fee will be credited each month.

| | |
|--|----------------------------------|
| 2-minute standard call | \$1.98 |
| SMS | 25¢ |
| Call connection | 40¢ |
| Call charge | 99¢ /minute |
| Voicemail deposit | 15¢ /minute |
| Voicemail retrieval | 30¢ /minute |
| MMS | 77¢ |
| Video MMS | 99¢ |
| Excess Mobile data | See Data Boost |
| International calls | See our website |
| International SMS | 55¢ |
| Directory assistance 1223, 1225 | 40¢ connection + 99¢ /min |
| Premium 19 numbers (competitions, TV voting etc) | Charge as advertised by provider |

Data Boost

If you use more than your included data during your billing cycle, we'll automatically boost your limit by another 1GB for \$10. Each time you use all of your data inclusion, 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 5 cents per MB, with a minimum charge of 25 cents. 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.

International Roaming

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.

Other Charges

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

Termination Fee

There is a \$10 per month early termination fee for the plan should you end your contract before the end of the term, also any outstanding monthly device payments will be charged to your account.

Billing

Email billing is free. A \$2.20 charge is applied for paper billing. Your monthly charges will be billed in advance. Your service is invoiced on the same date each month. Your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone Company. A late payment fee may apply if you don't pay your bill by the due date.

Other Information

Obtaining Data Use Information

To access information about your data usage, 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

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Device Payment Plan 24 or 12 month (DPP)

Information about the Plan

Device Payment Plan (DPP)

DPP 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, and on selected handsets for a 12 month period. Early termination charges apply.

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 DPP 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 DPP the associated service must be billed on the same account. If you cancel the service attached to your DPP you will be charged an early termination fee for the DPP.

Changing your DPP

You cannot upgrade or downgrade your DPP contract. If you wish to alter your existing DPP this will be treated as a contract termination and you will be required to sign-up for a new DPP on a new contract.

Minimum Cost

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

12 Months: Minimum cost over 12 months is the monthly payment multiplied by 12.

Termination

You will be invoiced monthly for your DPP monthly amount. In the event, 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.

Short Term Payment Plan 3 or 6 month (STPP)

Information about the Plan

Short Term Payment Plan (STPP)

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

Your Plan

How does the STPP work?

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

Contract Period

A STPP is only available on a 3 or 6 month contract on selected handsets. Early termination charges apply.

Eligibility

Who is eligible and what options are available?

If you have an active service on an eligible plan, you can use the STPP to

pay off your hardware 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 STPP 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 STPP contract. The early termination fee is calculated by multiplying the monthly STPP fee by the number of months remaining on the contract. For example, if you are on a \$17 by 6 month STPP and you leave 2 months into the contract, it will be $\$17 \times 4$ months remaining = \$68.

Cancelling your Mobile Service

To be eligible for a STPP, the associated service must be billed on the same account. If you cancel the ser-

vice attached to your STPP you will be charged an early termination fee for the STPP.

Changing your STPP

You cannot upgrade or downgrade your STPP contract. If you wish to alter your existing STPP this will be treated as a contract termination and you will be required to sign-up for a STPP on a new 3 or 6 month contract.

Minimum Cost

Minimum cost over 3 or 6 months is the monthly payment multiplied by 3 or 6 months.

Termination

You will be invoiced monthly for your STPP monthly amount. In the event 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.

