



# CRITICAL INFORMATION SUMMARY

## Green 4G 12 Month Plan

Plan	Monthly Fee	National Calls	National SMS & MMS	Data	Minimum Spend
Green 9.90	\$9.90	UNLIMITED	UNLIMITED	1GB	\$118.80

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 at any time without penalty. Changing to a lower value plan will incur an early termination fee. If you move to another plan, you cannot move back to this plan after the offer closes.

#### 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 \$8 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](http://southernphone.com.au)

#### Customer Service

For customer service please call us 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](http://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](http://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 [www.southernphone.com.au](http://www.southernphone.com.au)**