

# Critical Information Summary

## \$70 Southern Value Mobile Plan

| Monthly Fee<br>24 month plan | Talk      | Text      | Mobile Data | DATA BOOST | Minimum cost<br>over 24 months |
|------------------------------|-----------|-----------|-------------|------------|--------------------------------|
| \$70                         | Unlimited | Unlimited | 10GB        | Included   | \$1680                         |

This summary provides you with important information about this plan

### Information about the service

This is a post paid mobile voice service using the Optus 3G mobile network.

#### Bundling

You don't have to bundle to have this service.

#### Handsets

You have the option of taking a handset on a 24 month plan.

#### Minimum Term

If you take a handset, a 24 month contract applies. Otherwise there is no minimum term.

#### Your Plan Credit Inclusions

Your credit is for use in Australia for:

- ✓ Unlimited calls to Australian landlines and mobiles
- ✓ Unlimited calls to 13 and 1800 numbers
- ✓ Voicemail
- ✓ Unlimited SMS and MMS to Australian numbers
- ✓ 10GB data is included in this plan

#### Plan Exclusions

Your 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.

#### Free SMS Alerts

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your data allowance. There may be a delay of up to 48 hours with these SMS alerts.

#### Changing Your Plan

If you have a handset under contract with Southern Phone and would like to change to a lower monthly plan fee (e.g., from \$70 per month to \$40 per month) this is possible, however handset repayments will increase to the level specified for the new plan.

#### Unlimited Calls

Fair use policy applies to Unlimited Calls, for full details about our policy see [southernphone.com.au/policies/fair-use](http://southernphone.com.au/policies/fair-use)

### Information about pricing

The minimum charge is \$70 a month. If you use more than 10GB data or use your mobile for services not included in the credit you'll have to pay more than \$70. Minimum cost over 24 months is \$1680.

#### Early Contract Termination Fee

If you break a 24 month contract, the exit fee is calculated as \$39 x the number of months remaining on your contract. The maximum exit fee is \$936. Any outstanding handset payments are added to the exit fee.

#### What it costs for some basic use on this plan

- Mobile data in excess of the plan allowance costs \$10 per 1GB up to 3GB and then 5 cents per MB with a minimum charge of 25 cents

#### Call Charges

These are the main charges used to calculate your usage for your Monthly Call Credit. If you go over your credit, the following charges apply:

- Mobile data in excess of the plan allowance costs \$10 per 1GB up to 3GB and then 5 cents per MB with a minimum charge of 25 cents
- There is a 40 cent connection fee for international calls. For international call rates please go to our website

#### Other Charges

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

#### Data Boost

If you use more than your included data during your billing month 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 month. At the end of your billing month you'll automatically be moved back to your plan's original inclusions and charges.

#### Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. We waive this charge if you have a direct debit with us.

Your service is invoiced on the same date each month. The monthly plan fee is charged in advance. Your first invoice will include the plan fee for the days between service activation and your first invoice date. Your

first invoice will also include any activation and equipment fees.

### Other Information

#### Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please log into your account at [southernphone.com.au](http://southernphone.com.au)

#### Get the most out of your mobile data

- Use WiFi wherever possible
- Turn off apps that update automatically
- Manage your data usage via Southern Phone SMS data alerts
- Sharing your internet connection via tethering is not recommended. This may lead to additional data charges once the existing data credit has been used.

#### Using your Mobile Overseas

International Roaming (making & receiving calls overseas) is excluded from your call credit. These calls are very expensive and outside our control. To use your service overseas, you must first have international roaming activated by calling us on 13 14 64. Seven days notice is required.

We strongly recommend you do not use International Roaming but buy a local SIM card when you arrive at your destination.

#### 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](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 [southernphone.com.au](http://southernphone.com.au)