

Critical Information Summary

ADSL Broadband

Monthly Fee 24 month plan	Monthly Data Allowance	Minimum cost over 24 months	Cost of 1MB of Data
\$49.95	100GB	\$1273	\$0.0006
\$59.95	150GB	\$1513	\$0.0005
\$69.95	250GB	\$1753	\$0.0003
\$79.95	500GB	\$1993	\$0.0002
\$89.95	1000GB	\$2233	\$0.0002

This summary provides you with important information about this plan

Information about the service

We will provide you with the fastest speed available at your exchange. This is generally ADSL2+ (up to 20MBps) but may be ADSL (up to 8MBps or up to 1.5MBps). ADSL broadband requires an active fixed line service.

These are residential grade services. Plan speeds are theoretical network maximum speeds. 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.

Bundling

There are no bundling requirements.

Minimum Term

The minimum term is either a 24 month contract or no contract.

Equipment

A Wi-Fi modem is included with a 24 month plan.

Plan Inclusions

✓ Internet data as specified in the table above

Changing Your Plan

You may change your plan once per month (e.g., from 100GB to 250GB) without charge, as long as it does not also mean a change of line speed. For details about line speed changes and fees please see details under heading 'Line Speed Change Fee'.

Internet Data

Both data downloads and uploads are counted in the monthly data usage allowance.

Speed is reduced to 64K/64K for the remainder of the billing period once the monthly data allowance is reached.

The renewal day for your monthly data allowance is the first day of each month.

Information about pricing

Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above.

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.

What it costs for basic use on this plan

The cost of 1MB of data is specified in the table.

Activation Fee

Broadband: For the 24 month contract, a \$59 service activation fee applies. If you choose not to have a contract the service activation fee is \$89.00. You will only be billed when your ADSL line provisioning is successful.

Fixed line: There is no fee if you are transferring an existing fixed line connection from another provider. A connection fee applies for a new fixed line connection.

Equipment Fee

A Wi-Fi modem is included with a 24 month contract. If a modem is sent, a \$14.95 handling and delivery fee applies.

Line Speed Change Fee

A change of line speed (e.g., from 8MBps to 20 MBps) will cost \$35.

Relocation Fee

A relocation fee of \$59 applies for ADSL service relocations should you move address. A service can only be relocated if your new address is served by an exchange enabled with the appropriate ADSL equipment.

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 \$150 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. 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 arrears or advance depending on your billing cycle. 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

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

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au