

# Critical Information Summary

## Broadband Bundle - ADSL + Home Phone (PSTN)

ADSL + Home Phone (PSTN)	S	M	L	XL	XXL
	\$79.95	\$99.95	\$109.95	\$119.95	\$129.95
Broadband Data	50GB	100GB	200GB	300GB	1000GB
Home Phone Call Credit	\$40	\$60	\$70	\$80	\$80
Minimum cost 24 months	\$1993	\$2473	\$2713	\$2953	\$3193
Cost of 1MB of data	\$0.0010	\$0.0006	\$0.0003	\$0.0002	\$0.0002

This summary provides you with important information about this plan

### Information about the service

This is an ADSL broadband and PSTN fixed line 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. Your PSTN fixed line service will operate on the Telstra network.

#### Bundling

This service bundles your ADSL broadband and PSTN fixed line services.

#### Minimum Term

The minimum term is 24 months.

#### Equipment

A Wi-Fi modem is included.

#### Broadband Plan Inclusions

✓ Monthly broadband data allowance as specified in the table above, depending on plan purchased.

#### Fixed Line Plan Inclusions

- ✓ Call credit to the value specified in the pricing table above
- ✓ All calls (excluding calls to 13 and 1300 numbers) to mobile, national and international numbers are included in call credit
- ✓ Line rental is \$0

#### Fixed Line Plan Exclusions

- Calls in excess of your plan credit
- Calls to 13 and 1300 numbers
- All other services not specified as being included in the monthly credit. (e.g. Messagebank)

#### 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 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 64k/64k 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. The minimum cost over 24 months is specified in the table above.

#### Early Contract Termination Fee

An early exit fee applies if the services are not connected for 24 months. This exit fee is \$20 multiplied by the months left on the 24 month contract. The maximum exit fee is \$480.

#### Call Charges

- Local calls 22 cents
- Calls to mobiles 37 cents a minute capped at \$1.49 for 10 minutes
- National calls 25 cents a minute capped at \$1.98 for 1 hour
- Calls to 13 and 1300 numbers are 40 cents
- For international call rates please see our website [www.southernphone.com.au/fixed-line/international-rates](http://www.southernphone.com.au/fixed-line/international-rates)
- A call connection fee of 45 cents applies to all international, national and calls to mobiles. These calls are charged in per minute blocks
- Once call credits are used normal charges apply
- Call credits expire at the end of each billing month

#### Cost of 1MB of broadband data

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

#### Activation & Connection Fees

Broadband: A \$59 service activation fee applies. You will only be billed when your ADSL 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. 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 to service relocations should you move address. An ADSL service can only be relocated if ADSL is available at the new address. If ADSL is not available at your 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 \$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. 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 [www.southernphone.com.au](http://www.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 [www.tio.com.au/about-us/contact-us](http://www.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)