

# Critical Information Summary

## Business Bundle - ADSL Broadband + Fixed Line

| Monthly Fee<br>24 month plan | Monthly<br>Data Allowance | Fixed Line               | Minimum cost<br>over 24 months | Cost of 1MB<br>of Data |
|------------------------------|---------------------------|--------------------------|--------------------------------|------------------------|
| \$79                         | 250GB                     | Unlimited<br>Local Calls | \$1970                         | \$0.0003               |

This summary provides you with important information about this plan

### Information about the service

Business Bundle combines your ADSL broadband and fixed line services on one plan. The service is available to businesses with a valid ABN.

#### Bundling

This service bundles your ADSL broadband and your fixed line service. Your fixed line operates on the Telstra network.

#### Minimum Term

A 24 month contract applies.

#### Equipment

A Wi-Fi modem is included. If a modem is taken a \$14.95 handling and delivery charge applies.

#### Plan Inclusions

- ✓ 250GB broadband data
- ✓ Unlimited local calls
- ✓ Fixed line rental
- ✓ Capped national calls (60 cents for 10 minutes)
- ✓ Capped calls to mobiles (90 cents for 10 minutes)

#### Exclusions

Calls to 13 and 1300 numbers and all other services not specified as being included in the monthly credit.

#### Broadband Data

Your service includes 250GB of data. Data downloads and uploads are counted. The renewal day for your monthly data download quota is the first day of the month. Speed is reduced to 64k/64k for the remainder of the billing period once the monthly allowance is reached. 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.

### Information about pricing

#### Minimum Monthly Charge

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

#### Early Contract Termination Fee

The Early Termination Fee (ETF) for cancellation within the contract term is \$20 multiplied by the number of months left to run 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 above.

#### Fixed Line Call Charges

- Calls to mobiles 29 cents a minute with a 39 cent connection fee capped at 90 cents for 10 minutes
- National calls 7 cents a minute with no connection fee capped at 60 cents for 10 minutes
- Calls to 13 and 1300 numbers are 40 cents
- For international call rates please see our website. There is no connection fee for international calls.

#### Activation and 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 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

Your service is invoiced on the same date each month. The monthly plan fee is charged in arrears.

### Other Information

#### Obtaining 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)

#### 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)