

Critical Information Summary

Family Pack Bundle ADSL Broadband + Fixed Line + Mobile Phone

Monthly Fee 24 month plan	Data	Fixed Line Credit	Mobile Phone Credit	Minimum cost over 24 months	Cost of 1MB of Data
\$99.95	150GB	\$20 for National Calls Family Calls*	\$100 Family Calls*	\$2473	\$0.0005

This summary provides you with important information about this plan

Information about the service

Family Pack Bundle combines your ADSL broadband, fixed line services and mobile phone service on one plan.

Bundling

This service bundles your ADSL broadband, your fixed line service and your mobile phone.

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. A \$0 mobile handset is included.

Broadband Inclusions

- ✓ 150GB broadband data

Fixed Line Inclusions

- ✓ \$0 fixed line rental
- ✓ \$20 credit for national calls made from your fixed line
- ✓ Family Calls*. Calls from your Family Pack mobile or fixed line to other services on your account are just 1 cent per minute for the first 5 minutes.

Fixed Line Exclusions

Your fixed line credit is only for national calls. All other calls and services are charged.

Mobile Phone Inclusions

- ✓ \$0 mobile phone handset
- ✓ \$100 credit for calls made from your mobile phone
- ✓ Family Calls*. Calls from your Family Pack mobile or fixed line to other services on your account are just 1 cent per minute for the first 5 minutes
- ✓ Your \$100 credit is for use in Australia for:
 - Calls to Australian landlines and mobiles
 - Calls to 13xx and 1800 numbers
 - International calls
 - Voicemail
 - SMS and MMS to Australian numbers

Mobile Phone Exclusions

Your credit does not include mobile data, 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. Mobile data is not included in the monthly mobile credit. If you use your mobile to access the internet you should add a Data Pack to your plan.

Broadband Data

Your service includes 150GB 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 \$99.95.

Early Contract Termination Fee

The Early Termination Fee (ETF) for cancellation of any service within the contract term is \$39 multiplied by the number of months left to run on the contract. Maximum ETF is \$936.

What it costs for basic use on this plan

- A 2 minute standard call is \$2.39
- SMS 25 cents
- 1MB of mobile data is 50 cents with a minimum charge of 25 cents

If you restricted your use solely to standard national mobile calls each of two minutes in duration, you could make 41 calls within your included value each month.

Mobile 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:

- Standard calls are 50 cents per 30 seconds, plus a 39 cent connection fee
- SMS 25 cents (up to 160 characters)

- Voicemail deposit 15 cents a minute, voicemail retrieval 30 cents a minute
- MMS 77 cents, Video MMS 99 cents
- Data is 50 cents per MB with a minimum charge of 25 cents.
- For international call rates please go to our website.

Fixed Line Call Charges

- Local Calls 18 cents
- Calls to 13 and 1300 numbers are 40 cents
- Long Distance calls 25 cents a minute with a 39 cent connection fee capped at \$2.49 for up to three hours
- Calls to mobiles 37 cents a minute capped at \$1.49 for up to 10 minutes with a 39 cent connection fee
- For international call rates from your fixed phone please visit our website
- Timed calls are billed in 30 second increments.

Family Calls

Calls made from your Family Pack fixed line or mobile service to other fixed line or mobile services on your account are 1 cent a minute for the first 5 minutes with a 39 cent connection fee, then standard call charges apply.

Activation Fee and Connection Fees

Broadband: For the 24 month contract, a \$59 service activation fee applies. You will only be billed when your ADSL line provisioning is successful.

Fixed line: 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.

Information about pricing (cont...)

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 advance. Your first invoice will be for more than the monthly plan fee because it will include the plan fee for the days between service activation and your first invoice date plus the plan fee for the next full month.

Other Information

Obtaining Data Use Information

To access information about your expenditure and data usage, please log into your account at southernphone.com.au

Getting the Most out of Your Mobile Data

- Use Wi-Fi 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

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