

Critical Information Summary

Broadband Lite

Monthly Fee 24 month plan	Monthly Data Allowance	Monthly Call Credit	Minimum cost over 24 months	Cost of 1MB of Data
\$79.95	40GB	\$29	\$1993	\$0.002

This summary provides you with important information about this plan

Information about the service

Broadband Lite combines your Internet and fixed line services on one plan.

Bundling

The plan bundles your Internet and fixed line services.

Minimum Term

The minimum term is a 24 month contract.

Equipment

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

Plan Inclusions

- ✓ Calls to the value of \$29
- ✓ Fixed line rental is \$0
- ✓ 40GB broadband data

Plan Exclusions

Calls in excess of your plan credit, calls to 13 and 1300 numbers and all other services not specified as being included in the monthly credit (e.g., Message bank and handset rental).

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. If you use more than the monthly call credit or use other services you'll have to pay more than the plan fee.

There is no charge for fixed line rental and there are no excess data charges. The total minimum cost over 24 months is \$1993.

Early Contract Termination Fee

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

What it costs for basic use on this plan

- The cost of a local call is 22 cents
- A 2 minute national call is 95 cents
- A 2 minute call to an Australian mobile is \$1.19

Fixed Line Rates

- 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
- A call connection fee of 45 cents applies to all international, national and calls to mobiles. These calls are charged in per minute blocks

Activation Fee

A standard activation fee of \$59 applies. You will only be billed when your ADSL line provisioning is successful

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.

Billing

Your service is invoiced on the same date each month. 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. Your first invoice will also include any activation and equipment fees.

Other Information

Obtaining Data Use Information

To access information about your expenditure and 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