

Critical Information Summary

Business Premium

Monthly Fee

\$34.95

This summary provides you with important information about this plan

Information about the service

The Business Premium Plan is for fixed line services and is only available to customers with a valid ABN.

Bundling

There are no bundling requirements.

Minimum Term

No minimum term applies.

Plan Inclusions

- ✓ Line rental
- ✓ National call connection fee
- There are no call credits included on this plan. Charges apply for all calls as specified under the heading 'Information about pricing'.

Changing Your Plan

You may upgrade to Business Unlimited at any time at no extra charge.

Plan Exclusions

There are no exclusions on this plan. Charges apply for all calls specified under the heading 'Information about pricing'.

Information about pricing

Your minimum monthly charge is \$34.95.

What it costs for some basic use on this plan

- The cost of a local call is 14 cents
- A 2 minute national call is 13.2 cents
- A 2 minute call to an Australian mobile is 57 cents

Call Charges

- Line rental is \$34.95 (included)
- Local calls 14 cents
- Calls to mobiles 5 cents connection fee, 26 cents per minute capped at 90 cents for 10 minutes (includes connection fee). 90 cents is the

maximum that you will pay for a call of up to 10 minutes. If you hang up before 10 minutes, you only pay for the call connection fee and the time you've used capped at 90 cents. If your call exceeds 10 minutes the per minute rate will start again from that time without a cap.

- National calls no connection fee, 6.6 cents per minute capped at 60 cents for 10 minutes. 60 cents is the maximum that you will pay for a call of up to 10 minutes. If you hang up before 10 minutes, you only pay for the time you've used capped at 60 cents. If your call exceeds 10 minutes the per minute rate will start again from that time without a cap.
- For international call rates please see our website
- Calls to 13 and 1300 numbers are 40 cents
- All timed calls are charged on a per second basis

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.

Activation & Connection Fees

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.

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 Call Information

To access information about your expenditure, 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