

Critical Information Summary

Business Unlimited

Monthly Fee

\$99

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 business customers with a valid ABN.

Bundling

There are no bundling requirements.

Minimum Term

No minimum term applies.

Plan Inclusions

- ✓ Line rental
- ✓ Unlimited national calls
- ✓ National call connection fee

Changing Your Plan

You may downgrade to Business Premium at any time at no extra charge.

Plan Exclusions

Capped calls to mobiles are not included. Per-minute rates for calls made to a mobile phone apply, as specified under the heading 'Information about pricing'.

Fair Use Policy

A Fair Use Policy of 2,500 call minutes per month applies to all national calls. For further details see the Fair Use Policy on our website southernphone.com.au/fair-use-policy

Information about pricing

Your minimum monthly charge is \$99.

What it costs for some basic use on this plan

- The cost of a local call is 12 cents
- A 2 minute call to an Australian mobile is 37 cents

Call Charges

- Local calls 12 cents
- Calls to mobiles 1 cent per minute plus a 35 cent connection fee
- 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 day 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.

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