

# Critical Information Summary

## Home Choice Home Phone Plan

Monthly Fee 6 month plan	\$29	\$39	\$49	\$59	\$79	\$99	\$129
Call Credit	\$0	\$39	\$49	\$59	\$100	\$140	\$200
Minimum cost over 6 months	\$174	\$234	\$294	\$354	\$474	\$594	\$774

This summary provides you with important information about this plan

### Information about the service

Home Choice is a postpaid fixed line plan.

#### Bundling

There are no bundling requirements.

#### Minimum Term

All Home Choice plans have a 6 month contract period.

#### Your Plan Credit Inclusions

- ✓ Calls to the value specified in the pricing table.
- ✓ All calls (excluding calls to 13 and 1300 numbers) to mobile, national and international numbers are included in call credit

You can upgrade to a plan with more call credit at any time at no charge. You may also change your plan to a lower monthly fee at any time with no charge. Any unused credit expires each month.

#### 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., Messagebank and handset rental).
- The \$29 plan has no call credit inclusion. Charges apply for all calls specified under the heading 'Information about pricing'.

### Information about pricing

Your minimum monthly charge is the plan fee.

If you use more than the monthly call credit or use services not included in the credit you'll have to pay more than the plan fee.

#### Early Contract Termination Fee

If you break the 6 month contract the exit fee of \$99 is charged.

#### What it costs for some 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

If you restricted your use solely to standard national mobile calls each of 2 minutes duration you could make the following number of calls within your included value each month (see following table):

Call Credit	No. of 2 min Calls
\$29	0
\$39	32
\$49	41
\$59	49
\$100	84
\$140	117
\$200	168

#### Call Charges

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

#### 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

Email billing is free. There is a \$2.20 charge to print and post a paper bill. We waive this charge if you have a direct debit with us.

If you have only one service with us, you may receive your bill every two months, otherwise your service is invoiced on the same date each month. If you do receive your bill every two months and prefer to receive it monthly, please call 13 14 64 and request this change. 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 Use Information

To access information about your call expenditure, 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)