

Critical Information Summary

Home Plus Home and Mobile Bundle

Monthly Fee <small>24 month plan</small>	Mobile Data	Mobile Phone Call Credit	Fixed Line to Mobile Phone Call Credit	Fixed Line to National Call Credit	Fixed Line Free Local Calls	Minimum cost over 24 months
\$49.95	100 _{MB}	\$100	\$20		100 Calls	\$1199
\$59.95	500 _{MB}	\$200	\$20		100 Calls	\$1439
\$79.95	1 _{GB}	\$400	\$20		100 Calls	\$1919
\$89.95	500 _{MB}	\$200	\$20	Unlimited	Unlimited	\$2159
\$99.95	1 _{GB}	\$400	\$20	Unlimited	Unlimited	\$2399

This summary provides you with important information about this plan

Information about the service

Home Plus is a postpaid plan.

Bundling

This plan bundles your mobile and fixed line services.

Handsets

You have the option of taking a handset on a 24 month plan.

Minimum Term

A 24 month contract applies.

Your Mobile Plan Credit Inclusions

Your mobile call credit indicated in the above table is for use in Australia for:

- ✓ Calls to Australian landlines and mobiles
- ✓ Calls to 13 and 1800 numbers
- ✓ International calls
- ✓ Voicemail
- ✓ SMS to Australian numbers
- ✓ Mobile data as indicated in the above table

Changing Your Plan

You can upgrade to a plan with more call credit at any time. Your unused credit expires each month. If you have a mobile phone handset under contract with Southern Phone and would like to change to a lower monthly plan fee this is possible, however mobile phone handset repayments will increase to the level specified in the new plan.

Mobile Plan Exclusions

Your credit does not include 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. **Free SMS Alerts**

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your monthly call credit and data allowance.

There may be a delay of up to 48 hours with these SMS alerts.

Your Fixed Line Plan Credit Inclusions

- ✓ Credit for long distance and calls to mobiles as shown in the table above
- ✓ Fixed line rental is \$0

Fixed Line Plan Exclusions

All other calls and services.

Information about pricing

The minimum monthly charge and total minimum on a 24 month contract is the plan fee shown in the table above.

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 a 24 month contract, the exit fee is calculated as \$19 x the number of months remaining on your contract. The maximum exit fee is \$456. Any outstanding handset payments are added to the exit fee.

What it costs for some basic use on this plan

- A 2 minute standard call is \$2.38
- SMS 25 cents
- 1MB of data is 10 cents with a minimum charge of 25 cents

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.

Mobile Credit	\$100	\$200	\$400
No. of 2 min Calls	42	84	168

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:

- Calls to mobile and fixed phones 99 cents a minute plus a 40 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 10 cents per MB with a minimum charge of 25 cents.
- For international call rates please go to our website.

Other Charges

The SIM replacement fee is \$20. An \$8 port out charge is applied if you disconnect or transfer your mobile service.

Fixed Line Call Charges

- Line rental \$0.
- Local calls 30 cents.
- National calls are capped at \$2.49 for up to three hours. National rates are 25 cents a minute billed in 60 second increments with a 45 cent connection fee.
- Calls to mobiles are capped at \$1.49 for up to 15 minutes. Call charges are 37 cents a minute to any mobile network billed in 60 second increments with a 45 cent connection fee.
- Calls to 13 and 1300 numbers are 40 cents.
- For international call rates from your fixed phone please visit our website.

Information About Pricing (cont...)

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.

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 and Data Use Information

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

Get the most out of your mobile data

- Use WiFi 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 and 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