

# Critical Information Summary

## Broadband Bundle - nbn™ + Home Phone

	S	M	L
<b>nbn™ Home + Broadband Bundle</b>	\$60	\$70	\$80
<b>Broadband Data</b>	50GB	200GB	Unlimited
<b>Line Speed</b>	12/1Mbps Boost to 25/5Mbps for \$10 extra per month		
<b>Home Phone Call Credit</b>	Unlimited Local + National Calls	Unlimited Local, National + Calls to Mobiles	
Minimum cost 24 months	\$1514	\$1754	\$1994
Cost of 1MB of data	\$0.0010	\$0.0003	-

This summary provides you with important information about this plan

### Information about the service

This is an nbn™ broadband and home phone service. nbn™ is not available in all areas.

#### Bundling

This service bundles your broadband and home phone.

#### Minimum Term

The minimum term is 24 months.

#### Equipment

An nbn™ termination device will be installed in your home. A Wi-Fi modem is included.

#### Broadband Plan Inclusions

- ✓ Monthly broadband data allowance as specified in the table above.
- ✓ Fair Use Policy applies to unlimited data. Please see our website for details.

#### Home Phone Plan Inclusions

- ✓ Unlimited call credits as specified in the table above.
- ✓ Fair Use Policy applies to unlimited calls. Please see our website for details.

#### Home Phone Plan Exclusions

- Calls to 13 and 1300 numbers, calls to premium numbers and international calls are not included in call credit.

#### Changing Your Plan

You may change your plan once per month (e.g., from \$70 (M) to \$80 (L)) without charge, as long as it does not also mean a change of line speed. You cannot move below the original plan you purchased. For details about line speed changes and fees please see details under heading 'Line Speed Change Fee'.

#### Broadband Data

Both data downloads and uploads are counted in the monthly data usage allowance.

Once you have reached your monthly data allowance, speed is reduced to 256k/256k for the remainder of the billing period.

Plan speeds are shown in downstream/upstream format and speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality and length, customer premises interference, traffic and equipment.

The renewal day for your monthly data download quota is the first day of the month.

### Information about pricing

#### Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above. Minimum cost over 24 months is specified in the table above.

#### Early Contract Termination Fee

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

#### Home Phone Call Charges

- Local calls and national calls are not charged.
- On the \$60 (S) plan, calls to mobiles are 37 cents a minute, capped at \$1.49 for 10 minutes. On all other plans mobile calls are not charged.
- On the \$60 (S) plan, there is a 39 cent connection fee for calls to mobiles.
- Calls to 13 and 1300 numbers are 40 cents.
- There is a 39 cent connection fee for international calls. For international call rates please see our website.

#### Cost of 1MB of data

The cost of 1MB of data, where your total data usage in a month equals the data allowance for your plan is shown in the table above.

#### Activation Fee

A \$59 service activation fee applies. You will only be billed when your nbn™ provisioning is successful. The activation fee is waived if you already have a broadband service with us.

#### Equipment Fee

A Wi-Fi modem is included. If a modem is sent, a \$14.95 handling and delivery fee applies.

#### Line Speed Change Fee

A change of line speed will cost \$35. You can move from 12/1Mbps up to 25/5Mbps for \$10 a month. Move up to 50/20Mbps for an extra \$20 a month or 100/40Mbps for an extra \$30 a month. 50/20Mbps and 100/40Mbps speeds are only available on fibre connections. The maximum speed for the \$80 (L) plan is 25/5Mbps.

#### Relocation Fee

A relocation fee of \$59 applies to service relocations should you move address. An nbn™ service can only be relocated if nbn™ is available at the new address. If nbn™ is not available at the new address, we will discuss your options with you at the time.

## 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.

### 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 arrears. Your first invoice will include the plan fee for the days between service activation and your first invoice date. Your first invoice will also include any activation and equipment fees.

## Other Information

### Customer Service Guarantees (CSG) on nbn™

The phone service is not covered by the Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at [acma.gov.au](http://acma.gov.au)

### Priority Assistance and Medical Services

The phone service must not be relied upon for priority assistance, critical medical services, emergency calling or similar services.

### Battery Backup Unit

You are responsible for replacing the batteries in the nbn™ backup unit. We will pass through all alarms we receive from nbn™ to you.

### Obtaining Call and Data Use Information

To access information about your expenditure and data usage, 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)