Critical Information Summary

$20 Southern Classic Mobile Plan

Monthly Fee 24 month plan	Talk & Text	Mobile Data	Minimum cost over 24 months
$20	$100	-	$480

This summary provides you with important information about this plan

Information about the service

This is a post paid mobile voice service using parts of the Telstra 3G mobile network.

Bundling
You don't have to bundle to have this service.

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

Minimum Term
If you take a handset a 24 month contract applies. Otherwise there is no minimum term.

Your Plan Credit Inclusions
Your $100 credit is for use in Australia for:
- ✓ Calls to Australian landlines and mobiles
- ✓ Calls to 13 and 1800 numbers
- ✓ Voicemail
- ✓ SMS and MMS to Australian numbers
- ✓ Free calls between Southern Classic mobile phones

Plan Exclusions
Your credit does not include international calls, 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. This plan does not include mobile data. If you intend to use your mobile phone to access the Internet, we suggest you upgrade to a plan that has mobile data included.

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 handset under contract with Southern Phone and would like to change to a lower monthly plan fee (e.g., from $20 per month to $15 per month) this is possible, however handset repayments will increase to the level specified for the new plan.

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

Information about pricing

The minimum charge is $20 a month. If you use more than the $100 monthly call credit or use your mobile for services not included in the credit you'll have to pay more than $20. Minimum cost over 24 months is $480.

Early Contract Termination Fee
If you break a 24 month contract the exit fee is calculated as $19 multiplied by 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 5 cents with a minimum charge of 25 cents

If you restricted your use solely to standard national calls each of 2 minutes duration you could make 42 calls and stay within your monthly credit.

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 5 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.

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 more than one service 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 & 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

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