

Critical Information Summary

Southern Unlimited* Mobile Plans

Monthly Fee 24 month plan	Talk & Text	Mobile Data	Minimum cost over 24 months
\$39	Unlimited*	2GB	\$936
\$49	Unlimited*	2.5GB	\$1176
\$59	Unlimited*	4GB	\$1416
\$79	Unlimited*	6GB	\$1896
\$99	Unlimited*	9GB	\$2376

This summary provides you with important information about this plan

Information about the service

This is a post paid mobile voice service using the Optus 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 unlimited talk and text 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
- ✓ Data as indicated in the table above

Plan Exclusions

*Unlimited talk and text credit does not include calls and texts to premium numbers, international calls and roaming, international SMS and MMS, directory assistance, mobile commerce transactions and satellite calls.

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.

Changing Your Plan

You can upgrade to a plan with more mobile data 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 \$49 per month to \$39 per month) this is possible, however handset repayments will increase to the level specified for the new plan.

Information about pricing

The minimum charge is shown in the table above. If you use more than your data allowance or use your mobile for services not included in the credit you'll have to pay more than the minimum charge.

Early Contract Termination Fee

The exit fee is calculated as the Early Termination Fee (ETF) x the number of months remaining on your contract. On the \$39 plan the ETF is \$19 per month. On the \$49 and \$59 plans the ETF is \$29 per month. On the \$79 and \$99 plans the ETF is \$39 per month. Any outstanding handset payments are added to the exit fee.

Call and Mobile Data Charges

- Unlimited talk and text credit - Fair Use Policy applies.
(see southernphone.com.au/about/policies/fair-use)
- Mobile data in excess of the plan allowance costs \$10 per 1GB up to 5GB and then 5 cents per MB with a minimum charge of 25 cents
- For international calls there is a 40 cent connection fee. For international call rates please go to our website
- Standard call charges apply for calls and texts to premium numbers, international calls and roaming, international SMS and MMS, directory assistance, mobile commerce transactions and satellite calls.

Other Charges

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

Data Boost

If you use more than your included data during your billing month we'll automatically boost your limit by another 1GB for \$10. Each time you use all of your data inclusion we'll give you another 1GB for \$10, up to a maximum of 3GB additional on one service per month. You will then be charged for casual data at the rate of 5 cents per MB, with a minimum charge of 25 cents. Your service may then be restricted. Extra data will expire at the end of your billing month. At the end of your billing month you'll automatically be moved back to your plan's original inclusions and charges.

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 Wi-Fi 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](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