

Critical Information Summary

Mobile Broadband Plans

Monthly Fee <small>24 month plan</small>	Data	Minimum cost over 24 months	Cost of 1MB of data
\$29.95	1GB	\$719	\$0.03
\$39.95	4GB	\$959	\$0.01
\$49.95	7GB	\$1199	\$0.007
\$69.95	10GB	\$1679	\$0.007

This summary provides you with important information about this plan

Information about the service

This is a mobile broadband service. It is not comparable to ADSL Broadband which is on a fixed line and provides a better service.

Bundling

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

Equipment

A USB modem is provided as a non-optional part of a 24 month plan.

Minimum Term

The minimum term is 24 months.

Plan Credit Inclusions

✓ Data as specified in the table above

Plan Changes

You may change your plan once per month without charge.

Internet Data

Mobile broadband services are affected by network utilisation, weather conditions, the distance from the tower and hills as well as building types and other obstructions that can impede the signal. Also, where the network is under heavy load a voice call will take precedence over a mobile data connection. This congestion can be worse in high use periods like school holidays.

A mobile broadband service may pass Service Qualification checks at the time of ordering, however these factors mean service delivery may not always be consistent.

Download Speeds

Southern Phone Mobile Broadband uses the HSPA/3G network to deliver an internet service. The theoretical maximum download speed available on the HSPA/3G network is up to 3.6MBps. Customers can expect speeds between 500KBps and 1.5MBps with burst speeds up to 3MBps. Actual speeds will vary and may be slower.

Counting Data Uploads and Downloads

Data usage will be counted in kilobytes, where 1024KB = 1MB and includes both uploads and downloads.

Data Renewal Date

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

Aerials

In some cases reception can be improved by using an external aerial attached to the USB modem. Southern Phone does not provide aerials and we suggest you source them from an electronics specialist.

SMS

You can send and receive text messages using 3G Mobile Broadband. Each text message (SMS) is charged at 25 cents per 160 character message.

Your Service Cannot Be Used Overseas

Because of the extremely high rates charged by overseas carriers the service cannot be used overseas. If you travel you should get a local service in your destination country.

Information about pricing

The minimum charge is shown in the table above.

Total Minimum Cost

All plans have a minimum term of 24 months. The total minimum amount you'll have to pay is shown in the table above.

Maximum Monthly Charge

Your maximum monthly charge is equal to the minimum monthly charge for this plan, unless you incur excess data charges during the month.

Excess Usage Charges

If you exceed your monthly included data usage allowance then excess usage will be charged at 15 cents per MB.

You will automatically receive an SMS sent to your mobile broadband service to notify you when you are approaching and have exceeded your monthly data usage.

Unused data allowance in any month cannot be rolled into subsequent months.

What it Costs For Some Basic Usage

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.

Early Contract Termination Fee

The fee for cancellation within the contract term is \$12.50 multiplied by the number of months left to run on the contract. Maximum exit fee is \$300.

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

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