

Critical Information Summary

Broadband Bundle - NBN™ + Home Phone (PSTN)

NBN™ + Home Phone (PSTN)	S	M	L	XL
	\$79.95	\$99.95	\$109.95	\$119.95
Broadband Data	50GB	100GB	200GB	300GB
Fixed Line Call Credit	\$40	\$60	\$70	\$80
Line Speed	12/1Mbps	12/1Mbps	25/5Mbps	25/5Mbps
Minimum cost 24 months	\$1993	\$2473	\$2713	\$2953
Cost of 1MB of data	\$0.0010	\$0.0006	\$0.0003	\$0.0002

This summary provides you with important information about this plan

Information about the service

This is an nbn™ broadband and PSTN fixed line service. Your broadband service will be connected to the National Broadband Network (nbn™). Your PSTN fixed line service will operate on the Telstra network.

Bundling

This service bundles your nbn™ broadband and PSTN fixed line services.

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, depending on plan purchased
- ✓ Line speed as specified in the table above

Fixed Line Plan Inclusions

- ✓ Call credit to the value specified in the pricing table above
- ✓ All calls except calls to 13 and 1300 numbers are included in the credit amount
- ✓ Line rental is \$0

Fixed Line Plan Exclusions

- Calls in excess of your plan credit
- Calls to 13 and 1300 numbers
- All other services not specified as being included in the monthly credit. (e.g. Messagebank)

Changing Your Plan

You may change your plan once per month 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 256/256Kbps 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. The 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.

Call Charges

- Local calls 22 cents
- Calls to mobiles 37 cents a minute capped at \$1.49 for 10 minutes
- National calls 25 cents a minute capped at \$1.98 for 1 hour
- Calls to 13 and 1300 numbers are 40 cents
- For international call rates please see our website www.southernphone.com.au fixed-line/international-rates
- International, national and calls to mobiles are charged in per minute blocks. A call connection fee of 45 cents applies to these calls.
- Once call credits are used normal charges apply.
- Call credits expire at the end of each billing month

Cost of 1MB of broadband data

The cost of 1MB of data is indicated in the table above.

Activation & Connection Fees

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

Fixed Line: There is no connection fee if you are transferring an existing fixed line connection from another provider. A connection fee applies for a new fixed line service.

Equipment Fee

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

Line Speed Change Fee

A change of line speed will cost \$35. A speed boost costs an extra \$10 per month. Speed options are 12/1Mbps and 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 your new address we will discuss your options with you at the time.

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.

Information about pricing (cont...)

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 the 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

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 www.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 www.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 www.southernphone.com.au