

Critical Information Summary

NBN Family Pack Broadband + Home Phone + Mobile Bundle

NBN Family Pack	\$79	\$89	\$99	\$109	\$119
Broadband Data	50GB	200GB	200GB	500GB	Unlimited
Line Speed	12/1Mbps		25/5Mbps		
Home Phone Call Credit	Unlimited Local + National Calls		Unlimited Local, National + Calls to Mobiles		
Mobile Text & Talk Credit	\$100	\$100	\$400		
Mobile Data	200MB	200MB	1GB		
Minimum cost 24 months	\$1970	\$2210	\$2450	\$2690	\$2930
Cost of 1MB of data	\$0.0010	\$0.0003	\$0.0003	\$0.0002	-



This summary provides you with important information about this plan

Information about the service

This is an NBN broadband, home phone and mobile phone service. Your broadband service will be connected on the National Broadband Network. NBN is not available in all areas. NBN bundles are only available on fibre connections. Your mobile phone service will operate on the Optus 3G mobile network.

Bundling

This service bundles your broadband, home phone and mobile 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. If a modem is sent, a \$14.95 handling and delivery fee applies.

Broadband Plan Inclusions

- ✓ Monthly broadband data allowance as specified in the table above

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 unlimited calls.

Mobile Phone Plan Inclusions

- ✓ National calls to landlines and mobiles
- ✓ Voicemail
- ✓ SMS and MMS
- ✓ Mobile data as specified in the table above

Mobile Phone 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.

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 may change your plan once per month (e.g., from \$79 to \$89 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 64k/64k 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.

Information about pricing (cont...)

Early Contract Termination Fee

An early exit fee applies if the services are not connected for 24 months. This exit fee is \$39 per month. The maximum exit fee for this plan is \$936 plus any outstanding mobile phone handset repayments.

What it costs for basic use on this plan from a mobile phone

- A 2 minute standard call is \$2.38
- SMS is 25 cents
- Mobile data in excess of the plan allowance costs \$10 per 1GB up to 3GB and then 5 cents per MB with a minimum charge of 25 cents

If you restricted your use solely to standard national mobile calls each of 2 minutes duration you could make the following number of calls within your included value each month.

Call Credit	\$100	\$200	\$400
No. of 2 min Calls	42	84	168

Mobile 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 lines are 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
- Mobile data in excess of the plan allowance costs \$10 per 1GB up to 3GB and then 5 cents per MB with a minimum charge of 25 cents
- For international call rates please go to our website

Fixed Line Call Charges

- On the \$79 and \$89 plans, calls to mobiles are 37 cents a minute capped at \$1.49 for 10 minutes. On all other plans calls to mobiles are not charged.
- On the \$79 and \$89 plans, there is a 39 cent connection fee for calls to mobiles. On all other plans no connection fee is charged.
- There is a 39 cent connection fee for international calls. For international call rates please see 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.

Data Boost

Data Boost is included on all plans. 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 account 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.

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.

Move from the 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 (50MBps and 100MBps speeds only available on fibre connections).

Relocation Fee

A relocation fee of \$59 applies to service relocations should you move address. An NBN service can only be relocated if the NBN is available at the new address. If the NBN is not available at the 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.

Billing

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. 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 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

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au