

Critical Information Summary

NBN Home Phone Plans

Home Phone Plan	\$55	\$65
Local Calls	Unlimited	Unlimited
National Calls	Unlimited	Unlimited
Calls to Mobiles	-	Unlimited
Minimum cost 24 months	\$1379	\$1619

This summary provides you with important information about this plan

Information about the service

This is an NBN home phone only service. Your fixed line will be connected on the National Broadband Network.

Bundling

There are no bundling requirements.

Minimum Term

The minimum term is 24 months.

Equipment

An NBN termination device will be installed in your home.

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.

Changing Your Plan

You may change your plan once per month (e.g., from \$55 to \$65 per month) without charge. You cannot move below the original plan you purchased.

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.

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.

Fixed Line Call Charges

- Local calls and national calls are not charged
- Calls to 13 and 1300 numbers are 35 cents per minute
- On the \$55 plan, calls to mobiles are 37 cents a minute capped at \$1.49 for 10 minutes
- On the \$65 plan, there is a 39 cent connection fee for calls to mobiles
- There is a 39 cent connection fee for international calls. For international call rates please see our website

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.

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 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 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

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