

# Critical Information Summary

## Mobile Broadband \$25 15GB



**Service Description:** This plan uses the Optus 4G network.

**Plan Description:** Data only service.

**Plan Inclusions:** 15GB of Data

**Minimum Monthly Charge:** \$25.00

**Early Termination Fee:** \$100 where there is more than 6 months remaining on the contract or \$40 where there is less than 6 months remaining.

**Minimum Term:** 12 months.

### Information about this service

#### Minimum term of the service

This service has a minimum term of 12 months. If you disconnect in this period, you will be charged an Early Termination Fee of \$100.00 where there is more than 6 months remaining on the contract or \$40.00 where there is less than 6 months

#### Boosting and Excess usage

If you use more than your included data during your billing cycle, we will automatically charge a casual data rate at 1.1 cents per MB. Your service may be restricted if your use is excessive. Extra data usage will expire at the end of your billing cycle.

If a large amount of data is used in a short period of time this may result in excess data usage. Mobile broadband data usage listed in the Southern Phone mobile app and online portal may be delayed by up to 48 business hours. We will always do our best to notify you, should you exceed your included allowance. You will be responsible for any excess data charges incurred.

#### Exclusions

There is no call inclusions on this plan.

#### SMS

You can send and receive text messages using Mobile Broadband Service. Each text message (SMS) is charged at \$0.25 cents per 160-character message, this charge is excluded from your plan fee.

#### International roaming costs

This service cannot be used overseas.

#### Changing your plan

You can change to a higher value plan with more mobile data, at any time at no charge. You can change back to your original plan at any time at no charge. However, you cannot change to a lower monthly plan fee than your original plan without incurring an early termination fee.

### Information about pricing

#### Other charges that may apply

- The SIM replacement fee is \$20.

#### Billing

Accounts are billed in advance so your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone and a one month in advance plan fee. Any initial pro rata amount will not be adjusted.

#### Free SMS Alerts

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your monthly data allowance. There may be a delay of up to 48 hours with these SMS alerts. Receiving these alerts are dependent on the device in which the sim card is being used.

#### Your Bill

Email billing is free. There is a \$2.20 paper bill fee.

#### Late payment

A fee of \$10 ex GST may apply if you don't pay your bill by the due date.

### 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](http://southernphone.com.au)

#### Customer Service

For customer service please call on 13 14 64.

#### Fair Use

This service is subject to the nbn™ Fair Use Policy

[southernphone.com.au/About-Us/Policies/Fair-Use-Policy](http://southernphone.com.au/About-Us/Policies/Fair-Use-Policy)

#### Dispute Resolution

If you have a problem or complaint about your service, please call us on 13 14 64 or use our live chat on our website. Our complaint handling policy can be found here: [southernphone.com.au/About-Us/Policies/Complaints-Handling-Policy](http://southernphone.com.au/About-Us/Policies/Complaints-Handling-Policy)

#### Industry Ombudsman

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](http://www.tio.com.au/about-us/contact-us)

**This is a summary only to view all policies, terms and conditions  
go to: [www.southernphone.com.au/About-Us/Policies](http://www.southernphone.com.au/About-Us/Policies)**