

Critical Information Summary

nbn™ Standard Plan



Service Description: This is a **nbn** broadband service to your premises

Plan Description: Unlimited Standard Plan

Plan Inclusions: Unlimited broadband monthly data allowance. Speed 25/5Mbps (19Mbps typical download speed (7pm-11pm)).

Minimum Monthly Charge: \$65 per month

Early Termination Fee: \$0.00

Minimum Term: One month

Information about this service

Excess usage

There are no excess usage charges on this plan.

Setup fee

There is no setup fee.

Minimum term of the service

This service is month-to-month with no fixed term.

Hardware Required

An **nbn** termination device may be installed in your home depending on your connection type.

Modem

Wi-Fi modem is not included. If you bring your own modem, ensure it is compatible with your **nbn** service. You can purchase a modem from us for \$99 including postage.

Exclusions

If you're in a new development or your property does not have an existing connection and are not already connected to the **nbn**, nbn co may charge \$330 to connect your premises to the **nbn**.

Speed

Typical download speed refers to the peak user period from 7pm-11pm each day. Typical download speeds for our **nbn** plans (7pm-11pm) are based on past measurements across a range of locations and connection technologies, and there may be times when your connection won't achieve these speeds. Typical download speeds for our **nbn** plans (7pm-11pm) may increase or decrease over time and aren't guaranteed minimum speeds. Actual speeds may be less due to several factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment.

Information about pricing

Other charges that may apply

- **Order cancellation fee:** \$99.
- **Change of line speed fee:** \$35
- **Relocation fee:** \$59.
- **Incorrect Fault Lodgement Fee**
\$220 if a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network.

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. Any relocation, technician, and equipment fees will also appear on your first invoice.

Your Bill

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

Late payment

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

Other Information

Customer Service Guarantees (CSG) on nbn

This 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

Priority assistance: you mustn't rely on our services for priority assistance, as we don't offer a priority assistance service. Our plans aren't suitable if you or someone in your home has a serious life-threatening condition and would be at risk without a phone service. If you need a priority assistance service, please contact another provider like Telstra.

Broadband Information

More information on broadband services can be found here: www.commsalliance.com.au/BEP

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 co 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 on 13 14 64.

Fair Use

This service is subject to our fair use policy.

<https://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:

<https://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

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