

Critical Information Summary

nbn™ Turbo Broadband Bundle



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

Plan Description: Unlimited **nbn** and Home Phone bundle.

Plan Inclusions: Unlimited broadband monthly data allowance. Speed 50/20Mbps (38Mbps typical download speed (7pm-11pm)).

Minimum Monthly Charge: \$75 per month

Minimum Term: 24 Months.

Information about this service

Excess usage

There are no excess usage charges on this plan.

Bundle Requirements

This plan is bundled with our Large VoIP service for 24 months. This bundle includes a \$20.00 discount for the first 24 months of the VoIP plan. After this time the discount will stop.

Setup fee

There is no setup fee.

Minimum term of the service

This service has a 24-month contract.

Hardware Required

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

Modem

A Wi-Fi modem is included on this bundled plan.

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 Lodgment 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

This service must not be relied upon for priority assistance, critical medical services, emergency calling or similar services.

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 the **nbn** 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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