

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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Critical Information Summary

VoIP Large Home Phone - Bundle



Service Description: This is VoIP home phone service.

Plan Description: VoIP service to be used in conjunction with an active internet service.

Plan Inclusions: Unlimited Local, National and Calls to Australian Mobiles.

Minimum Monthly Charge: \$30 per month

Early Termination Fee: \$10 multiple by months remaining.

Minimum Term: 24 Months

Information about this service

Bundle Offer

This plan is only available on a Bundle with our **nbn** Turbo plan and receives a \$20 discount for the first 24 months.

Minimum term of the service

This service has its own independent 24-month contract.

Equipment

No equipment is provided with this plan.

Exclusions

This plan does not include calls to 13 numbers, calls to international and calls to premium numbers.

Contract Early Termination Fee

The early termination fee is \$10 multiplied by the number of months remaining on the contract.

Information about pricing

Other charges that may apply

If you change your service from a standard fixed line to a VoIP service, a one-off charge of \$8 will apply.

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.

Your Bill

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

Late payment

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Other Information

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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

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Critical Information Summary

Medium: 10GB SIM Only Plan



Service Description: This plan uses the Optus 3G/4G network.

Plan Description: SIM only plan.

Plan Inclusions: Unlimited calls, SMS and MMS to standard Australian numbers, \$50 international call credit and 10GB data.

Minimum Monthly Charge: \$25.00

Minimum Term: Month to Month

Information about this service

Minimum term of the service

This service is month to month.

Boosting and Excess usage

If you use more than your included data during your billing cycle, we'll give you another 1GB for \$10, up to 3GB per service per month. You will then be charged for any additional data used at the rate (\$0.01 cent per MB), for a limited time before we discontinue data access. Any unused data will expire at the end of your billing cycle and you'll automatically be moved back to your plan's original inclusions and charges.

Exclusions

Your call credit does not include text and calls to premium numbers, directory assistance (1223 and 124YES), satellite phones, and all other services not specified as being included in the monthly credit. For more information see here:

southernphone.com.au/articles/mobile-rates

VoLTE/Wi-Fi calling

These plans are also eligible for Voice over LTE (VoLTE) and Wi-Fi calling in certain areas and with compatible devices.

International roaming costs

Making and receiving calls overseas is excluded from your call credit. These calls and data rates are outside our control. Roaming charges are higher than charges for international calls from Australia and data usage may be more expensive. Customers may also be charged for making and receiving calls while overseas. We strongly recommend you do not use International Roaming and buy a local SIM card when you arrive at your destination.

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.

Changing your plan

You can change plans at any time at no charge, once per billing period. When you change plan, the data allowance of the new plan will apply, any unused data allowance and Data Boosts on your previous plan are forfeited. You need to pay the pro-rata amount for your new plan for the rest of the billing period plus a month in advance. You'll also receive a pro-rata refund for fees paid.

Cancelling your plan

You're welcome to cancel your plan at any time with no cancellation fee. You'll just need to pay any outstanding charges and fees, including charges outside of your monthly allowances incurred up to the date your service was cancelled. We'll give you a credit for the pro-rata refund of your plan's monthly fee for your last billing period, based on when you cancelled your plan.

Information about pricing

Other charges that may apply

- The SIM replacement fee is \$20.
- An \$8 port out charge is applied if you transfer your mobile service

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.

Your Bill

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

Late payment

A fee of \$10 (no GST applicable) may apply if you don't pay your bill by the due date.

Other Information

Obtaining Call and Data Use Information

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Critical Information Summary

Device Payment Plan



Service Description: This is the addition of hardware.

Plan Description: Device Payment Plan

Information about this service

Device Payment Plan

Device Payment Plan provides you with greater choice when purchasing eligible hardware such as a mobile handset. When you connect to an eligible plan, you now have the ability to choose from a wide selection of hardware without the worry of having an upfront cost.

Your Plan

How does the DPP work?

These monthly payments allow you to select a device and pay it off in affordable monthly repayments. The DPP is a separate product overlaid across your service plan.

Contract Period

A DPP is contracted for a 24-month period. Fees apply for the early termination of a DPP contract.

Eligibility

Who is eligible and what options are available?

If you have an active service on an eligible plan, you can use the DPP to pay off your handset purchase. For details of eligible plans please speak to our sales or customer service representatives. All customers must pass our credit assessment to be eligible for these offers.

Other Information

Conditions

There is a limit of 1 DPP per eligible service and they can only be used to purchase eligible hardware such as a mobile handset.

Early Termination Fees

Fees apply for the early termination of a Device Payment Plan fixed term contract. The early termination fee is calculated by multiplying the monthly device payment fee by the number of months remaining on the contract.

For example, if you are on a \$5 DPP and you leave 6 months into the 24-month contract, it will be $\$5 \times 18$ months remaining = \$90.

Cancelling your Mobile Service

To be eligible for a Device Payment Plan, the associated service must be billed on the same account. If you cancel the service attached to your Device Payment Plan you will be charged an early termination fee.

Changing your DPP

You cannot upgrade or downgrade your Device Payment Plan contract. If you wish to alter your existing Device Payment Plan this will be treated as a contract termination and you will be

required to sign-up for a new Device Payment Plan on a new contract.

Minimum Cost

Minimum cost over 24 months is the monthly payment multiplied by 24.

Termination

You will be invoiced monthly for your DPP monthly amount. If full payment is not received, Southern Phone Company may suspend or cancel the associated service. Southern Phone Company will give you prior notice if this is to occur.