

Green 4G 12 Month Business Plans

Plan	Monthly Fee	National Calls	National SMS/MMS	Data	Minimum Spend
Green 11	\$11	Unlimited	Unlimited	1GB	\$132
Green 16	\$16	Unlimited	Unlimited	3GB	\$192
Green 22	\$22	Unlimited	Unlimited	7GB	\$264
Green 32	\$32	Unlimited	Unlimited	16GB	\$384
Green 40	\$40	Unlimited	Unlimited	30GB	\$480

This summary provides you with important information about this plan

Description of service

Handsets

No device is included in this plan.

Minimum Term

The plans are all 12 month contracts.

Plan Credit Inclusions:

Your credit is for use in Australia for:

- Calls to Australian landlines and mobiles
- Calls to 13 and 1800 numbers
- Voicemail
- SMS and MMS to Australian numbers.
- Included mobile data is shown in the table above.

Plan Exclusions

Your call credit does not include international calls, text and calls to premium numbers, directory assistance, calls to satellite phones, calls made and received while you're overseas and all other services not specified as being included in the monthly credit.

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.

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.

Information About Pricing

This post-paid mobile voice service uses the Optus 4G & 3G mobile network. The minimum charge is shown in the table above. If you use more than your data allowance or use your mobile for services not included in the credit you'll have to pay more than the minimum charge.

KEY RATES

Call and SMS charges included in the plan fee will be credited each month.

2-minute standard call	\$1.98
Call connection	40¢
SMS	25¢
Call charge	99¢ /minute
Voicemail deposit	15¢ /minute
Voicemail retrieval	30¢ /minute
MMS	77¢
Video MMS	99¢
Excess Mobile data	See Data Boost
International calls	See our website
International SMS	55¢
Directory assistance 1223, 1225	40¢ connection + 99¢ /min

Data Boost

If you use more than your included data during your billing cycle, we'll automatically boost your limit by another 1GB for \$10. Each time you use all of your data inclusion, we'll give you another 1GB for \$10, up to a maximum of 3GB additional on one service per month. You will then be charged for casual data at the rate of 5 cents per MB, with a minimum charge of 25 cents. Your service may then be restricted. Extra 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.

International Roaming

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 both making and receiving calls while overseas. We strongly recommend you do not use International Roaming but buy a local SIM card when you arrive at your destination.

Other Charges

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

Termination Fee

There is a \$10 per month early termination fee for these plans. This fee is payable if you end your contract before the end of the term. Any outstanding monthly device payments will also be charged to your account.

Billing

Email billing is free. A \$2.20 charge is applied for paper 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. A late payment fee may apply if you don't pay your bill by the due date.

Other Information

Obtaining Data Use Information

To access information about your data usage, please log into your account at southernphone.com.au

Customer Service

For customer service please call us on 13 14 64.

Fair Use

This service is subject to our fair use policy and can be found on our website southernphone.com.au/fair-use

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 www.southernphone.com.au

Business Device Payment Plan 24 month (DPP)

Information about the Plan Device Payment Plan (DPP)

DPP provides you with greater choice when purchasing eligible hardware such as a business 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. Early termination charges apply.

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 your

relationship manager. 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 business handset.

Early Termination Fees

Fees apply for the early termination of a DPP 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 x 18 months remaining = \$90. the DPP.

Changing your DPP

You cannot upgrade or downgrade your DPP contract. If you wish to alter your existing DPP this will be treated as a contract termination and you will be required to sign-up for a new DPP 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. In the event, 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.

