



CRITICAL INFORMATION SUMMARY

Information about the service

nbn™ Broadband + VoIP + Handset option

These Business Bundles combine: Business VoIP, and nbn™ Business Broadband and include a handset option

- Turbo Bundle \$105: Includes VoIP (L), & Turbo nbn™
- Max Bundle \$125: Includes VoIP (L), & Max nbn™
- \$10/per month to include a Wireless Yealink Handset or a T40G Yealink Handset on a Device Payment Plan DPP
- These bundles are on a 24 month contract

[Please see the complete critical information summary for each of the above plans below.](#)

NBN Business Broadband 24 Month Contract

Access	Plan	Data	Monthly Fee	Cost per MB	Min Cost
Turbo Speed 50/20 *38Mbps *Typical Business speed	Turbo Unlimited	Unlimited	\$75	N/A	\$1800
Max Speed 100/20 *76Mbps *Typical Business speed	Max Unlimited	Unlimited	\$95	N/A	\$2280

*Typical Business speed is between 9am to 5pm

This summary provides you with important information about this plan

Information about the service

This is a nbn™ broadband service. nbn™ is not available in all areas.

Bundling

This 24 month plan is available with the Business Bundle only.

Minimum Term

The minimum term is 24 months.

Equipment

A nbn™ termination device may be installed at your business depending on your connection type. A Wi-Fi modem is included.

Broadband Plan Inclusions

Monthly broadband data allowance as specified in the table above.

Speed

Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment. Max Speed is not available on a Fixed Wireless connection.

Changing Your Plan

You may change your plan once per month without charge, as long as it does not also mean a change of line speed. You cannot move below the original plan you purchased. For details about line speed changes and fees, please see details under the heading 'Line Speed Change Fee'.

Broadband Data

Both data downloads and uploads are counted in the monthly data usage allowance. The renewal day for your monthly data download quota is the first day of the month.

Information about pricing

Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above. Minimum cost over 24 months is specified in the table above.

Early Contract Termination Fee

For the 24 month contract, the Early Termination Fee (ETF) within the first 12 months is \$100. ETF if terminated in the last 12 months of your contract is \$50. Maximum ETF for the 24-month contract is \$100.

Order Cancellation
If you cancel your ordered service while in progress, a \$99 order withdrawal fee will be charged.

Cost of 1MB of Data

The cost of 1MB of data is shown in the table above.

Equipment Fee

Wi-Fi modem and delivery is included. If you're in a new development or your property does not have an existing connection and your business is not already connected to the nbn™, nbn™ Co may charge \$330 to connect your premises to the nbn™.

Optional Inclusion Charges

Static IP option - \$5/mth
Enhanced Security Juniper Router - \$800
Professional Handset Install - \$200/handset

Line Speed Change Fee

A change of line speed will cost \$35.

Relocation Fee

A relocation fee of \$59 applies to service relocations should you move address. An nbn™ service can only be relocated if nbn™ is available at the new address. If nbn™ is not available at the new address, we will discuss your options with you at the time.

Incorrect Call Out Fee

If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network an incorrect call out fee of \$220 applies. Any additional technician charges incurred will be added to your account.

Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. Your service is invoiced on the same date each month. 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. A late payment fee may apply if you don't pay your bill by the due date.

Other Information

Customer Service Guarantees (CSG) on nbn™

The phone 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 & Medical Services

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

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™ to you.

Customer Service

For customer service please call 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 southernphone.com.au

Business VoIP Plans 24 month contract

Plan	Large
Monthly Fee	\$30
Local Calls	Unlimited
National Calls	Unlimited
Calls to Mobiles	Unlimited
Calls to 13 Numbers	40c per call
International Calls	Standard Rates
Min cost 24 Months	\$720

This summary provides you with important information about this plan

Information about the service

This is a VoIP business phone only service. These services require an active internet connection to work.

Bundling

This 24 month plan is available only with the Business bundle.

Minimum Term

This is a 24 month service.

Equipment

No equipment is supplied with this plan.

Business Plan Inclusions

As specified in the table above. Fair Use Policy applies to unlimited calls. Please see our website for details.

Business Plan Exclusions

Calls to 13 and 1300 numbers, calls to premium numbers and international calls are not included in unlimited calls unless stated.

Changing Your Plan

You may change your plan once per month without charge.

Information about pricing

Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above.

Early Contract Termination Fee (ETF)

The ETF is \$5 multiplied by the number of months remaining on your contract.

Activation Fee

There is no activation fee for these services.

Billing

Email billing is free. A \$2.20 charge is applied for paper billing. Your monthly charges will be billed in advance. 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.

KEY RATES

Local Calls	10¢
National Calls	25¢ a min capped at \$1.98 for 1 hour
National Call Connection	39¢
Calls to mobiles	37¢ /minute capped at \$1.49 for 10 mins
Calls to mobiles Connection fee	39¢
International Call Connection	39¢ + standard rates. See website
13 & 1300 no.	40¢

KEY RATES \$40 Plan

International call rates & connection to all other countries not included	39¢ + Standard rates See website
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Other Charges

If you transfer your service from a standard fixed line to VoIP, a once off \$8 portability fee will apply.

Other Information

Customer Service Guarantees (CSG)

This phone 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

Priority assistance is a service designed to help people with diagnosed life-threatening medical conditions. Southern Phone does not offer this service, if you require this we advise you to contact Telstra for your phone service

Obtaining Data Use Information

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

Fair use policy applies:

See www.southernphone.com.au/fair-use

Customer Service

For customer service please call us on 13 14 64.

Dispute Resolution

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Information about the Plan

Device Payment Plan (DPP)

DPP 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, and on selected handsets. 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 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 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.

Cancelling your Mobile Service

To be eligible for a DPP the associated service must be billed on the same account. If you cancel the service at-

tached to your DPP you will be charged an early termination fee for 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

24 Months: 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.