

Critical Information Summary

VoIP \$10 Small



Service Description: This is VoIP home phone service.

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

Plan Inclusions: There are no inclusions on this plan

Minimum Monthly Charge: \$10 per month

Minimum Term: No minimum term

Information about this service

Minimum term of the service

There is no minimum term on this plan.

Equipment

No equipment is provided with this plan.

Exclusions

This plan does not include calls local or national, Australian mobiles, 13 numbers, calls to international and calls to premium numbers.

Key Rates

Local and National Calls: 10c per call

Calls to Australian mobiles: 37c/min capped at \$1.49 for 10 min

Calls to 13: 40c per call

International Calls: 40c connection plus per minute rates. See our website for more information

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

A fee of \$10 ex 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

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 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: 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

This is a summary only to view all policies, terms and conditions go to: www.southernphone.com.au/About-Us/Policies