

# Critical Information Summary

## VoIP \$20 Medium



**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 and National calls.

**Minimum Monthly Charge:** \$20 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 to Australian mobiles, 13 numbers, calls to international and calls to premium numbers.

#### Key Rates

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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.southernphone.com.au/About-Us/Policies)**