

# Critical Information Summary

## Medium: \$30 18GB SIM Only Plan



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

**Plan Description:** SIM only plan.

**Plan Inclusions:** Unlimited calls, SMS and MMS to standard Australian numbers, \$50 call credit for calls to international numbers and 18GB data.

**Minimum Monthly Charge:** \$30.00

**Early Termination Fee:** \$9.00 multiplied by months remaining on the contract

**Minimum Term:** 12 months.

### Information about this service

#### Minimum term of the service

This service has a minimum term of 12 months. If you disconnect in this period, you will be charged an Early Termination Fee of \$9 multiplied by months remaining on this contract.

#### 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 a maximum of 3GB additional on one service per month. You will then be charged for casual data at the rate of \$0.02 cents per MB. 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.

#### Exclusions

Your call credit does not include text and calls to premium numbers, directory assistance, calls to satellite phones, all other services not specified as being included in the monthly credit. For more information see here: [southernphone.com.au/articles/mobile-rates](http://southernphone.com.au/articles/mobile-rates)

#### 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 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.

#### 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 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.

### Information about pricing

#### Other charges that may apply

- The SIM replacement fee is \$20.
- An \$8 port out charge is applied if you disconnect or 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. 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 may apply if you don't pay your bill by the due date.

### Other Information

#### 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)**