

Family Friendly Mobile Plans

Plan	Monthly Fee	National Calls	National SMS & MMS	Data	Minimum Spend
Family Friendly 12	\$12	Combined \$500		750MB	\$12
Family Friendly 25	\$25	Unlimited	Unlimited	1GB	\$25
Family Friendly 40	\$40	Unlimited	Unlimited	5GB	\$40
Family Friendly 55	\$55	Unlimited	Unlimited	7GB	\$55

This summary provides you with important information about this plan

Description of service

Handsets

No device is included in this plan.

Minimum Term

This is a month to month contract.

Plan Credit Inclusions:

Single Family Zone Mobile Zone App License
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
- If you restricted your use solely to standard National mobile calls each of 2 minutes in duration you could make 210 calls with your included value each month on the Family Friendly 12 plan. 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 different value mobile data plan at any time at no charge.

Data Usage

You will automatically receive an SMS to notify you when you are approaching and have reached your monthly data usage. Once you have reached your included usage, your data service will be suspended. It will be unsuspended at the start of the next billing period. Unused data allowance in any month cannot be rolled into subsequent months.

Information About Pricing

This post-paid mobile voice service uses the Telstra 4G 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¢
Mobile calls each of 2 minutes in duration	210 calls
Call charge	99¢ /minute
Voicemail deposit	15¢ /minute
Voicemail retrieval	30¢ /minute
MMS	77¢
Video MMS	99¢
International calls	See our website
International SMS	55¢
Directory assistance 1223, 1225	40¢ connection + 99¢ /min
Premium 19 numbers (competitions, TV voting etc)	Charge as advertised by provider

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

Billing

Email billing is free. A \$2.20 charge is applied for paper billing. Your monthly charges will be billed in advance. Your service is invoiced on the same date each month. Your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone Company. 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