

# Critical Information Summary

## Medium: 10GB SIM Only Plan



**Service Description:** This plan uses the Optus 3G/4G network.

**Plan Description:** SIM only plan.

**Plan Inclusions:** Unlimited calls, SMS and MMS to standard Australian numbers, \$50 international call credit and 10GB data.

**Minimum Monthly Charge:** \$25.00

**Minimum Term:** Month to Month

### Information about this service

#### Minimum term of the service

This service is month to month.

#### 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 3GB per service per month. You will then be charged for any additional data used at the rate (\$0.01 cent per MB), for a limited time before we discontinue data access. Any unused 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 (1223 and 124YES), satellite phones, and 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)

#### VoLTE/Wi-Fi calling

These plans are also eligible for Voice over LTE (VoLTE) and Wi-Fi calling in certain areas and with compatible devices.

#### 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 making and receiving calls while overseas. We strongly recommend you do not use International Roaming and 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 plans at any time at no charge, once per billing period. When you change plan, the data allowance of the new plan will apply, any unused data allowance and Data Boosts on your previous plan are forfeited. You need to pay the pro-rata amount for your new plan for the rest of the billing period plus a month in advance. You'll also receive a pro-rata refund for fees paid.

#### Cancelling your plan

You're welcome to cancel your plan at any time with no cancellation fee. You'll just need to pay any outstanding charges and fees, including charges outside of your monthly allowances incurred up to the date your service was cancelled. We'll give you a credit for the pro-rata refund of your plan's monthly fee for your last billing period, based on when you cancelled your plan.

#### Information about pricing

##### Other charges that may apply

- The SIM replacement fee is \$20.
- An \$8 port out charge is applied if you 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.

#### Your Bill

Email billing is free. There is a \$2.20 paper bill fee.

#### Late payment

A fee of \$10 (no GST applicable) 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) or call us on 13 14 64.

##### Customer Service

For customer service please call on 13 14 64.

#### Fair Use

This service is subject to our 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)**