

## Green 4G 12 Month Double Data Plans

Plan	Monthly Fee	National Calls	National SMS/ MMS	Standard Data	Double Data till 30th July 2020 then reverts to standard data*	Minimum Spend
Green 11	\$11	Unlimited	Unlimited	1GB	2GB*	\$132
Green 16	\$16	Unlimited	Unlimited	3GB	6GB*	\$192
Green 22	\$22	Unlimited	Unlimited	7GB	14GB*	\$264
Green 32	\$32	Unlimited	Unlimited	16GB		\$384
Green 40	\$40	Unlimited	Unlimited	30GB		\$480

### This summary provides you with important information about this plan

#### Description of service

##### Handsets

No device is included in this plan.

##### Minimum Term

The plans are all 12 month contracts.

##### Plan Credit Inclusions:

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
- Included mobile data is shown in the table above.

##### Double Data Limited offer\*

Only available on \$11, \$16 and \$22, 12-month SIM plans. New services only. Double data ends for all services on the 31st July 2020 regardless of activation date. All plans include a 12-month contract, standard cancellation fees apply. After 31st July, 2020 all services on this plan will revert to standard data inclusions.

##### 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 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.

##### Free 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.

#### Information About Pricing

This post-paid mobile voice service uses the Optus 4G & 3G 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 Call connection	\$1.98 40¢
SMS	25¢
Call charge	99¢ /minute
Voicemail deposit	15¢ /minute
Voicemail retrieval	30¢ /minute
MMS	77¢
Video MMS	99¢
Excess Mobile data	See Data Boost
International calls	See our website
International SMS	55¢
Directory assistance 1223, 1225	40¢ connection + 99¢ / min

##### Data Boost

If you use more than your included data during your billing cycle, we'll automatically boost your limit by another 1GB for \$10. Each time you use all of your data inclusion, 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 5 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.

##### 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

##### Termination Fee

There is a \$10 per month early termination fee for the Green plans. This fee is payable if you end your contract before the end of the term. Any outstanding monthly device payments will also be charged to your account.

##### Billing

Email billing is free. A \$2.20 charge is applied for paper 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. 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](http://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](http://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](http://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](http://www.southernphone.com.au)**

# Device Payment Plan 24 or 12 month (DPP)

## Information about the Plan Device Payment Plan (DPP)

DPP provides you with greater choice when purchasing eligible hardware such as a mobile handset. When you connect to an eligible plan, you now have the ability to choose from a wide selection of hardware without the worry of having an upfront cost.

### Your Plan

#### How does the DPP work?

These monthly payments allow you to select a device and pay it off in affordable monthly repayments. The DPP is a separate product overlaid across your service plan.

#### Contract Period

A DPP is contracted for a 24-month period, and on selected handsets for a 12 month period. Fees apply for the early termination of a DPP contract.

### Eligibility

#### Who is eligible and what options are available?

If you have an active service on an eligible plan, you can use the DPP to pay off your handset purchase. For

details of eligible plans please speak to our sales or customer service representatives. All customers must pass our credit assessment to be eligible for these offers.

### Other Information

#### Conditions

There is a limit of 1 DPP per eligible service and they can only be used to purchase eligible hardware such as a mobile handset.

#### Early Termination Fees

Fees apply for the early termination of a DPP fixed term contract. The early termination fee is calculated by multiplying the monthly device payment fee by the number of months remaining on the contract. For example, if you are on a \$5 DPP and you leave 6 months into the 24 month contract, it will be  $\$5 \times 18$  months remaining = \$90.

#### Cancelling your Mobile Service

To be eligible for a DPP the associated service must be billed on the same account. If you cancel the service attached to your DPP you will be charged an early termination fee for the DPP.

### Changing your DPP

You cannot upgrade or downgrade your DPP contract. If you wish to alter your existing DPP this will be treated as a contract termination and you will be required to sign-up for a new DPP on a new contract.

#### Minimum Cost

24 Months: Minimum cost over 24 months is the monthly payment multiplied by 24.

12 Months: Minimum cost over 12 months is the monthly payment multiplied by 12.

#### Termination

You will be invoiced monthly for your DPP monthly amount. In the event, full payment is not received, Southern Phone Company may suspend or cancel the associated service. Southern Phone Company will give you prior notice if this is to occur.

# Short Term Payment Plan 3 or 6 month (STPP)

## Information about the Plan Short Term Payment Plan (STPP)

A STPP provides you with greater choice when purchasing eligible hardware such as a mobile handset. When you connect to an eligible plan, you then have the ability to choose from a wide selection of hardware without the worry of having an upfront cost.

### Your Plan

#### How does the STPP work?

These monthly payments allow you to select a device and pay it off in affordable monthly repayments. The STPP is a separate product overlaid across your service plan.

#### Contract Period

A STPP is only available on a 3 or 6 month contract on selected handsets. Early termination charges apply.

### Eligibility

#### Who is eligible and what options are available?

If you have an active service on an eligible plan, you can use the STPP to

pay off your hardware purchase. For details of eligible plans please speak to our sales or customer service representatives. All customers must pass our credit assessment to be eligible for these offers.

### Other Information

#### Conditions

There is a limit of 1 STPP per eligible service and they can only be used to purchase eligible hardware such as a mobile handset.

#### Early Termination Fees (ETF)

Fees apply for the early termination of a STPP contract. The early termination fee is calculated by multiplying the monthly STPP fee by the number of months remaining on the contract. For example, if you are on a \$17 by 6 month STPP and you leave 2 months into the contract, it will be  $\$17 \times 4$  months remaining = \$68.

#### Cancelling your Mobile Service

To be eligible for a STPP, the associated service must be billed on the same account. If you cancel the ser-

vice attached to your STPP you will be charged an early termination fee for the STPP.

### Changing your STPP

You cannot upgrade or downgrade your STPP contract. If you wish to alter your existing STPP this will be treated as a contract termination and you will be required to sign-up for a STPP on a new 3 or 6 month contract.

#### Minimum Cost

Minimum cost over 3 or 6 months is the monthly payment multiplied by 3 or 6 months.

#### Termination

You will be invoiced monthly for your STPP monthly amount. In the event full payment is not received, Southern Phone Company may suspend or cancel the associated service. Southern Phone Company will give you prior notice if this is to occur.

