

Critical Information Summary



Southern Phone Mobile SIM

Here's a bit of a closer look at the ins and outs of our SIM plans.

SIM Plan		Small	Medium	Large	Extra-Large
Mobile network	Optus	3G, 4G Plus			
Cost	Minimum monthly fee	\$12.99	\$25	\$35	\$45
	Early termination fee	None			
Allowances (monthly)	Calls, SMS and MMS to standard Australian numbers	Unlimited			
	Calls to standard international numbers	Pay as you go	\$50	\$300	\$500
	Data	2.5GB	10GB	30GB	60GB
Term	Minimum term	1 month			

Our mobile service

- Mobile network:** our SIM plans are available on the Optus mobile network. You'll need to bring an unlocked mobile device that's compatible with the Optus mobile network. Alternatively, you may purchase a mobile handset from us. With 3G devices, you can access the Optus 3G (UMTS 2100 MHz / 900 MHz) network. With 4G devices, you can access the Optus 3G network plus some or all of the 4G Plus network. The Optus 4G Plus network uses multiple frequencies (LTE 700 / 1800 / 2100 / 2300 / 2600 MHz) to provide coverage. You can check coverage [here](#) based on your address or give us a call.
- VoLTE/WiFi calling:** these plans are also eligible for Voice over LTE (VoLTE) and WiFi calling in certain areas and with compatible devices. For details, see our [Customer Terms](#).

Allowances

- Calls, SMS and MMS to standard Australian numbers:** your allowance can be used for standard landline, mobile and 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- Calls to standard international numbers:** Medium, Large and Extra-Large plans include an allowance that can be used for calls to standard landline and mobile numbers to overseas destinations (SMS is not included in this allowance). If you happen to use all your allowance during a billing period, pay as you go rates will then apply. For pay as you go rates, see our [Mobile Rates](#) or give us a call.
- Data:** all data is for use in Australia. All unused data (including Data Boosts) expires at the end of each billing period. Data is counted in kilobytes and includes uploads and downloads.
 - Data Boosts and additional data:** if you use more data than your allowance, we'll automatically give you a 1GB Data Boost for \$10, up to 3GB in a billing period. Once you've reached that limit, you won't be able to use additional data for the rest of the billing period. You may be charged for any additional data used (\$0.01 per MB block), for a limited time before we discontinue your data access. If you'd like to continue using additional data (\$0.01 per MB block), call 13 14 64.
 - Data allowance:** cost to use 1MB of data allowance in Australia (1MB = 1,024KB): Small plan (\$0.00507/MB), Medium plan (\$0.00244/MB), Large plan (\$0.00073/MB), Extra-Large (\$0.00073/MB)

Exclusions

Our SIM plans can't be used when you're overseas. Monthly allowances exclude calls to directory assistance 1223 and 124YES, video calls, international call diversions, calls and SMS to premium numbers (e.g. 0055 calls and 19xx numbers), calls and SMS to satellite numbers, reverse call charges, third party content charges and any other calls and services that we decide are excluded. For rates, see our [Mobile Rates](#).

Billing and fees

Accounts are billed in advance. Your first bill will include fees for the upcoming month and any partial amount for your first month. You can expect to receive that bill within 10 business days after we activate your service. Afterwards, bills will land monthly and include charges in advance for the minimum monthly fee, and in arrears for any usage not included in your plan.

Description of fee	Amount (incl. GST unless stated)
SIM card replacement fee: This may be applied if we need to send you another SIM card.	\$20
Port-out fee: May be applied if you transfer your mobile number to another provider.	\$8
Paper bill fee: Applies to each paper bill. We prefer e-billing and think you will too – it's free of charge and easy to set up.	\$2.20
Late payment fee: We may apply this if you don't pay a bill by the due date.	\$10*

*Amount not subject to GST

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. And we'll credit you with a pro-rata refund of your plan's monthly fee for your last billing period, based on when you cancelled your plan. After that, we're all squared away.

Changing your plan

We give you the freedom to change your plan at any time for no fee, once per billing period.

- If you decide to change your plan before the end of your billing period, you'll need to pay any other charges you incurred up to the plan date change and a 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 in advance for your current plan.
- When you change plan, the data allowance of your new plan will apply and any unused data allowance and Data Boosts will expire. You will still be charged for any Data Boosts on your old plan.

There may also be times when we have to make changes to your plan, like updating fees or inclusions. Rest assured, we'll only ever do this in line with our [Customer Terms](#).

Tracking your usage

We'll provide you with SMS alerts once you've reached approximately 50%, 85% and 100% of your included data allowance. You can get details about your call and data usage by calling 13 14 64, or by visiting [here](#). Usage alerts are not real time and there may be delays of up to 48 hours.

Acceptable Use

Our [Fair Use Policy](#) sets out rules such as the reasonable and lawful use of our service. If you choose not to follow the directions in the policy, for example by using your plan excessively or fraudulently, we can take the actions mentioned in the policy.

We're here to help

We want you to have the best experience with us. So, if there's something you're not happy with, we're here to help. Give us a call on 13 14 64 or get in touch [here](#). You can review our [Complaints Handling Policy](#). It'll step you through the process, so you know what will happen and how quickly we can put things right. We hope that'll get things back on track. But if that's not the case, you can always take things further by calling the Telecommunications Industry Ombudsman on 1800 062 058 or visiting [tio.com.au](#).

Visit southernphone.com.au/contact-us or call us on 13 14 64