

# Critical Information Summary

## Wireless Broadband \$50 200GB



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

**Plan Description:** Data only service.

**Plan Inclusions:** 200GB of Data

**Minimum Monthly Charge:** \$50.00

**Early Termination Fee:** \$149.00 where there is more than 12 months remaining on the contract or \$75 where there is less than 12 months remaining.

**Minimum Term:** 24 months.

### Information about this service

#### Minimum term of the service

This service has a minimum term of 24 months. If you disconnect in this period, you will be charged an Early Termination Fee of \$149.00 where there is more than 12 months remaining on the contract or \$75 where there is less than 12 months remaining.

#### Equipment

A compatible modem will be provided by Southern Phone and is included in the 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 50GB 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

There is no call inclusions on this plan.

#### International roaming costs

This service cannot be used overseas.

#### 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)**