

NBN™ BROADBAND Month to Month

Plan	Data	Minimum Monthly Charge
Basic Speed	Unlimited	\$60
Standard Plus Speed	Unlimited	\$70
Premium Speed	Unlimited	\$90

Legacy Plan

Plan	Data	Minimum-Monthly Charge	Withdrawn from sale to new customers
Standard Speed	Unlimited	\$70	1 March 2018

This summary provides you with important information about this plan

Description of the Service

This broadband service delivers high speed unlimited internet access to the boundary point of your premises. The line speed of your broadband connection will be delivered via one of the following chosen plans:

Basic Speed Plan – Ideal for everyday use, browsing and emailing

Standard Plus Speed Plan – Ideal for medium to large families, 4K videos, emailing and networking

Premium Speed Plan – Ideal for multiple 4K video streams, uploading & downloading large files, multiple devices. This product is a Prepaid service and bills will not be issued. Please see the pricing table above for charging information related to each service offering.

Product availability

This broadband service is only available within selected coverage areas. While we perform preliminary qualification checks for Service availability, the Service type is subject to change based on detailed service qualification checks. This broadband service is available to residential users for personal use only.

Speeds and throughput

Broadband speeds may vary depending on factors including internet traffic, the speed of the site you are visiting, the configuration of your computer hardware and software, the performance of infrastructure not operated by Southern Phone, the number of users simultaneously using the network, the time of day that you access the network, as well as the speed of Wi-Fi networks and traffic on your internal network. Actual speeds on FTTB/N services will be confirmed once available. Services delivered over FTTB/N may not be able to obtain typical plan speeds.

Required Equipment and Installation

Unless already connected, a technician may be required to install equipment at your premises. You will also need a compatible modem in order to connect to and use the Service. If a technician appointment is required to install equipment at your premises, you must have permission from the owner of the property (if this is not you) and be over the age of 18. We do not support equipment or wiring beyond the network boundary. A technician fee (Service Activation Fee) of up to \$108.90 will apply depending on your address. If this applies, we'll get your permission before you're

charged.

Minimum Term

The minimum term is one calendar month. Service is provided on a rolling month to month basis. You may cancel at any time. Any payments made prior to cancellation are forfeited.

What's Included

Unlimited data uploads and downloads on your chosen plan. Personal use only and Fair Use Policy applies.

Information about pricing

New Development Fee (or similar) A New Development fee of up to \$330 will apply depending on your address. If this applies, we'll get your permission before you're charged. A new development area refers to the first connection at a premises in a newly developed area i.e. a suburb with no pre-existing telecommunications infrastructure, or the first connection(s) at premises in an established area in the rare instance that a developer has increased the number of dwellings on the same plot of land. This fee cannot be waived and is levied by the underlying network provider.

Early Termination

You may cancel at any time. Any payments made prior to cancellation are forfeited, so you may forfeit your entire monthly charge if deducted prior to cancellation.

Modem

You may elect to purchase a modem from us for \$99 or \$149.

Other Information

Billing

The Service is a Prepaid Service and bills will not be issued for monthly plan charges. Your nominated payment method will be billed in advance on the same date each month. Fees for incorrect call out will be sent to you via invoice and deducted from your elected payment method after 10 working days.

Plan Changes

All requests to change your plan are free. Where a plan change occurs, you will be provided with a pro-rata credit for the remainder of your prepaid billing period if applicable, you will then be charged the difference between your pro-rata credit and the new plan charge amount. You may only request to change your access plan once per 30 days.

Backup Battery

We do not provide a backup battery for premises serviced by Fibre to the Premises and connected to a Network Termination Device. If you have a modem or telephone handset connected to the NTD, then you will not be able to use the internet Service or telephone line in the event of a power outage.

Medical Equipment / Alarms

Medical equipment / security alarms will only work over the Service if compatible. You should check compatibility with the alarm provider. These alarms may not work in the event of a power outage as we do not supply a backup battery.

Cancelling your Old Service

To avoid downtime, or in the event of an issue, please do not cancel the service with your old provider until we have confirmed that the Service has been connected.

Customer Service

For customer service please call 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 southernphone.com.au