



CRITICAL INFORMATION SUMMARY

NBN BROADBAND Month to Month - Special

Plan	Speed	Data	Monthly Fee	Discounted Monthly Fee	Cost per MB	Min Cost
Turbo Unlimited Promo	46Mbps Typical Evening Speed (7pm-11pm)	UNLIMITED	\$70	\$58	N/A	\$58
Max Unlimited Promo	80Mbps Typical Evening Speed (7pm-11pm)	UNLIMITED	\$100	\$88	N/A	\$88

This summary provides you with important information about this plan

Description of service

This is a nbn™ broadband service. nbn™ is not available in all areas.

Discounted Monthly Fee

This is a limited offer for Turbo Unlimited Promo and Max Unlimited Promo. The discounted monthly fee only applies to the first 6 months of the plan. If you continue with this plan after 6 months, the fee you will pay is the full price in the monthly fee column, as shown in the table above. You must sign up by the 28th February 2019 to be eligible for this offer.

Bundling

There are no bundling requirements.

Minimum Term

The minimum term is month to month.

Equipment

A nbn™ termination device may be installed in your home depending on your connection type. A Wi-Fi modem is not included on the month to month plans.

Broadband Plan Inclusions

Monthly broadband data allowance as specified in the table above.

Line speed

Is specified in the table above.

Speed

These are residential grade services. The typical evening speed is the estimated internet speed your nbn™ internet service will reach during busy periods (7-11pm) where more premises use the internet at the same time. Speeds are affected by a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment.

Broadband Data

Both data downloads and uploads are counted in the monthly data usage allowance. Once you have reached your monthly data allowance, speed is reduced to 256/256Kbps for the remainder of the billing period. The renewal day for your monthly data download quota is the first day of the month.

Information about pricing

Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above.

Early Contract Termination Fee

For the month to month contract, there is no ETF for cancellation.

Order Cancellation

If you cancel your ordered service while in progress, a \$99 order withdrawal fee will be charged.

Equipment Fee

Wi-Fi modem and delivery is not included. You can purchase a modem from us for \$149 including postage. If you're in a new development or your property does not have an existing connection and are not already connected to the nbn™, nbn™ Co may charge \$330 to connect your premises to the nbn™. Line Speed.

Change Fee

A change of line speed will cost \$35.

Relocation Fee

A relocation fee of \$59 applies to service relocations should you move address. An nbn™ service can only be relocated if nbn™ is available at the new address. If nbn™ is not available at the new address, we will discuss your options with you at the time.

Incorrect Call Out Fee

If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network an incorrect call out fee of \$220 applies. Any additional technician charges incurred will be added to your account.

Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. Your service is invoiced on the same date each month. Your monthly charges will be billed in advance. Your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone Company. Any relocation, technician, and equipment fees will also appear on your first invoice. A late payment fee may apply if you don't pay your bill by the due date.

Other Information

Customer Service Guarantees (CSG) on nbn™

The phone service is not covered by the Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at acma.gov.au

Priority Assistance and Medical Services

The phone service must not be relied upon for priority assistance, critical medical services, emergency calling or similar services.

Battery Backup Unit

You are responsible for replacing the batteries in the nbn™ backup unit. We will pass through all alarms we receive from nbn™ to you.

Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please log into your account at southernphone.com.au

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