

Critical Information Summary

Unlimited nbn™ FW Plus Plan - Promotion



Service Description: This is a nbn™ broadband service to your premises.

Plan Description: Unlimited Turbo Plan.

Plan Inclusions: Unlimited broadband monthly data allowance. Speed 60/20Mbps.

Minimum Monthly Charge: \$65 per month for first 6 months

Maximum Monthly Charge: \$75 per month after 6 months

Early Termination Fee: \$0.00

Minimum Term: One month.

Information about this service

Promotion Offer

Unlimited FW Plus offer includes a \$10 discount on your monthly fee for 6 months from activation date. The plan then reverts to the monthly standard fee of \$75 per month. If you change your plan your discount will no longer apply. This offer is valid till 31st July 2020.

Excess usage

There are no excess usage charges on this plan.

Setup fee

There is no setup fee.

Minimum term of the service

This service is month-to-month with no fixed term.

Hardware Required

A nbn™ termination device may be installed in your home depending on your connection type.

Modem

Wi-Fi modem and delivery is not included. You can purchase a modem from us for \$99 including delivery.

Exclusions

If you're in a new development or your property does not have an existing connection and are not already connected to the nbn™, you may be charged \$330 to connect your premises.

Speed

A typical evening is usually the peak user period from 7pm-11pm each day. Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment.

Information about pricing

Other charges that may apply:

- **Change of line speed fee:** \$35
- **Relocation fee:** \$59.
- **Order cancellation fee:** \$99.

- **Incorrect Fault Lodgment Fee**

\$220 if a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network.

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. Any relocation, technician, and equipment fees will also appear on your first invoice.

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

Customer Service Guarantees (CSG) on nbn™

This 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

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

Broadband Information

More information on broadband services can be found here:

www.commsalliance.com.au/BEP

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 the nbn™ Fair Use Policy

<https://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:

<https://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

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