



# CRITICAL INFORMATION SUMMARY

## ADSL Triple Bundle

### Information about the service

#### ADSL Triple Bundle

This bundle combines our ADSL broadband plans with our: Home Phone and Mobile plans

#### Large Bundle:

- Includes ADSL broadband 1000GB (L)
- Home Phone (S) with included Line Rental
- \$12 Green Mobile Plan with optional DPP

Please see the complete critical information summary for each plan below.

## ADSL Broadband 24 months

Plan	Large
Data	1000GB
Monthly Fee	\$70
Cost of 1MB	0.0007
Min cost 24 months	\$1680

This summary provides you with important information about this plan

### Information about the service

This is an ADSL broadband fixed line service. We will provide you with the fastest speed available at your exchange. This is generally ADSL2+ (up to 20MBps) but may be ADSL (up to 8MBps). ADSL broadband requires an active fixed line service.

These are residential grade services. Plan speeds are theoretical network maximum speeds. 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.

### Bundling

This plan is only available on the ADSL Triple Bundle.

### Minimum Term

This is a 24 month contract.

### Equipment

There is an included modem.

### Broadband Plan Inclusions

Internet data as specified in the table above.

### Changing Your Plan

You may change your plan once per month (e.g., from 200GB to 500GB) without charge, as long as it does not also mean a change of line speed. For details about line speed changes and fees please see details under heading 'Line Speed Change Fee'.

### Internet Data

Both data downloads and uploads are counted in the monthly data usage allowance. Speed is reduced to 64K/64K for the remainder of the billing period once the monthly data allowance is reached. The renewal day for your monthly data allowance is the first day of each month.

### Information about pricing

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

### Early Contract Termination Fee (ETF)

There is no ETF for cancellation.

### What it costs for basic use on this plan

The cost of 1MB of data is specified in the table.

### Activation Fee

**Fixed Line:** There is no fee if you are transferring an existing fixed line connection from another provider. A connection fee applies for a new fixed line connection.

### Equipment Fee

A modem and delivery is included.

### Line Speed Change Fee

A change of line speed (e.g. from 8MBps to 20 MBps) will cost \$35.

### Relocation Fee

A relocation fee of \$59 applies for ADSL service relocations should you move address. A service can only be relocated if your new address is served by an exchange enabled with the appropriate ADSL equipment.

### 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. Any additional technician charges incurred will be added to your account.

### Billing

Email billing is free. A \$2.20 charge is applied for paper billing. Your monthly charges will be billed in advance. 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. A late payment fee may apply if you don't pay your bill by the due date.

### Unused Incl. Value & Data Allowances

At the end of each billing month any unused data or included call values will be forfeited.

### Other Information

#### Obtaining Data Use Information

To access information about your data usage, please log into your account at [southernphone.com.au](http://southernphone.com.au)

### Fair use

This service is subject to our fair use policy and can be found on our website [southernphone.com.au/fair-use](http://southernphone.com.au/fair-use)

### Customer Service

For customer service please call us on 13 14 64.

### 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](http://tio.com.au/about-us/contact-us)

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## Home Phone Plans

	S	M	L
Monthly Fee	\$24.95	\$39.95	\$69.95
Line Rental	Included	Included	Included
Call Credit	—	Unlimited Local & National Calls	Unlimited Local & National Calls. Calls to 13 Numbers & Mobiles

This summary provides you with important information about this plan

### Information about the service

Home Phone Small, Medium and Large are postpaid fixed line plans.

#### Bundling

There are no bundling requirements.

#### Minimum Term

All Home Phone plans have no contract period.

#### Your Plan Credit Inclusions

Included credit inclusions are shown in the table above.

#### Your Plan Credit Exclusions

- Calls in excess of your plan credit, calls to 13 and 1300 numbers and all other services not specified as being included in the monthly credit. (eg., Messagebank and handset rental).
- Calls to satellite numbers are charged differently to standard calls. Charges for these calls can be found at our website.

All other services not specified as being included in the monthly credit.

#### Changing your plan

- You can change your plan at any time with no extra charge

### Information about pricing

Your minimum monthly charge is the plan fee in the table above. If you use more than the monthly call credit or use services not included in the credit you'll have to pay more than the plan fee.

#### Call Charges

KEY RATES	
Call charges included in the plan fee will be credited each month.	
National call	25¢ per minute capped at \$1.98 for 1 hour + 45¢ connection fee
Local calls	25¢ per call
Call to Australian Mobiles	37¢/min capped at \$1.49 for 10 minutes + 45¢ connection fee
Calls to 13 numbers	40¢ per call
International calls	45¢ call connection. Charged per minute. See our website for rates
International calls	See our website
International SMS	55¢
Directory assistance 1223, 1225	Charge as advertised by provider
Premium 19 numbers (competitions, TV voting etc)	Charge as advertised by provider

### Other Information

#### Fair Use

This service is subject to our fair use policy and can be found on our website [southernphone.com.au/fair-use](http://southernphone.com.au/fair-use)

- Be used for running a telemarketing business or call centre.

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Southern Phone Company Limited ABN 42 100 901 184

In addition the service cannot;

- Be used with handsets, auto-dialler devices or software or other equipment that have not been approved by us for use on our network.
- Be used at data centres.

#### 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 \$150 applies. Any additional technician charges incurred will be added to your account.

#### Activation & Connection Fees

There is no fee if you are transferring an existing fixed line connection from another provider. If you transfer your service from a standard fixed line to VoIP, a once off \$8 portability fee will apply.

A connection charge applies to connect your home phone service:

- Telephone line without a technician visit – \$99
- Telephone line with a technician visit – \$165
- New telephone line connection/telephone line connection with a technician visit and cabling work – \$339

#### Priority Assistance

Priority assistance is a service designed to help people with diagnosed life-threatening medical conditions. Southern Phone does not offer this service, if you require this we advise you contact Telstra for your phone service.

#### Connection timeframes

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible. If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 5 working days of your request. If this isn't possible, then we aim to connect your service within 5 to 25 working days, depending on your location.

#### Billing

There is a \$2.20 charge to print and post a paper bill. Your service is invoiced on the same day each month. 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 activation 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.

#### Obtaining Call Use Information

To access information about your call expenditure, please log into your account at [southernphone.com.au](http://southernphone.com.au)

#### Customer Service

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#### Dispute Resolution

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## Green 4G 12 Month Plans

Plan	Monthly Fee	National Calls	National SMS/MMS	Data	Minimum Spend
Green 12	\$12	Unlimited	Unlimited	1GB	\$144
Green 22	\$22	Unlimited	Unlimited	7GB	\$264
Green 35	\$35	Unlimited	Unlimited	18GB	\$420
Green 50	\$50	Unlimited	Unlimited	23GB	\$600

### This summary provides you with important information about this plan

#### Description of service

##### Handsets

No device is included in this plan.

##### Minimum Term

The plans are all 12 month contracts.

##### Plan Credit Inclusions:

Your credit is for use in Australia for:

- Calls to Australian landlines and mobiles
- Calls to 13 and 1800 numbers
- Voicemail
- SMS and MMS to Australian numbers

Included mobile data is shown in the table above.

##### Plan Exclusions

Your call credit does not include international calls, text and calls to premium numbers, directory assistance, calls to satellite phones, calls made and received while you're overseas and all other services not specified as being included in the monthly credit.

##### 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.

##### Free SMS Alerts

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your monthly data allowance. There may be a delay of up to 48 hours with these SMS alerts.

#### Information About Pricing

This post-paid mobile voice service uses the Optus 4G & 3G mobile network. The minimum charge is shown in the table above. If you use more than your data allowance or use your mobile for services not included in the credit you'll have to pay more than the minimum charge.

#### KEY RATES

Call and SMS charges included in the plan fee will be credited each month.

<b>2-minute standard call</b>	\$1.98
<b>Call connection</b>	40¢
<b>SMS</b>	25¢
<b>Call charge</b>	99¢ /minute
<b>Voicemail deposit</b>	15¢ /minute
<b>Voicemail retrieval</b>	30¢ /minute
<b>MMS</b>	77¢
<b>Video MMS</b>	99¢
<b>Excess Mobile data</b>	See Data Boost
<b>International calls</b>	See our website
<b>International SMS</b>	55¢
<b>Directory assistance 1223, 1225</b>	40¢ connection + 99¢ /min

##### Data Boost

If you use more than your included data during your billing cycle, we'll automatically boost your limit by another 1GB for \$10. Each time you use all of your data inclusion, we'll give you another 1GB for \$10, up to a maximum of 3GB additional on one service per month. You will then be charged for casual data at the rate of 5 cents per MB, with a minimum charge of 25 cents. 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.

##### International Roaming

Making and receiving calls overseas is excluded from your call credit. These calls and data rates are outside our control. Roaming charges are higher than charges for international calls from Australia and data usage may be more expensive. Customers may also be charged for both making and receiving calls while overseas. We strongly recommend you do not use International Roaming but buy a local SIM card when

you arrive at your destination.

##### Other Charges

- The SIM replacement fee is \$20
- An \$8 port out charge is applied if you disconnect or transfer your mobile service

##### Termination Fee

There is a \$10 per month early termination fee for the Green plans. This fee is payable if you end your contract before the end of the term. Any outstanding monthly device payments will also be charged to your account.

##### Billing

Email billing is free. A \$2.20 charge is applied for paper 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. A late payment fee may apply if you don't pay your bill by the due date.

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# Device Payment Plan 24 or 12 month (DPP)

## Information about the Plan Device Payment Plan (DPP)

DPP provides you with greater choice when purchasing eligible hardware such as a mobile handset. When you connect to an eligible plan, you now have the ability to choose from a wide selection of hardware without the worry of having an upfront cost.

### Your Plan

#### How does the DPP work?

These monthly payments allow you to select a device and pay it off in affordable monthly repayments. The DPP is a separate product overlaid across your service plan.

#### Contract Period

A DPP is contracted for a 24-month period, and on selected handsets for a 12 month period. Fees apply for the early termination of a DPP contract.

### Eligibility

#### Who is eligible and what options are available?

If you have an active service on an eligible plan, you can use the DPP to pay off your handset purchase. For

details of eligible plans please speak to our sales or customer service representatives. All customers must pass our credit assessment to be eligible for these offers.

### Other Information

#### Conditions

There is a limit of 1 DPP per eligible service and they can only be used to purchase eligible hardware such as a mobile handset.

#### Early Termination Fees

Fees apply for the early termination of a DPP fixed term contract. The early termination fee is calculated by multiplying the monthly device payment fee by the number of months remaining on the contract. For example, if you are on a \$5 DPP and you leave 6 months into the 24 month contract, it will be  $\$5 \times 18$  months remaining = \$90.

#### Cancelling your Mobile Service

To be eligible for a DPP the associated service must be billed on the same account. If you cancel the service attached to your DPP you will be charged an early termination fee for the DPP.

### Changing your DPP

You cannot upgrade or downgrade your DPP contract. If you wish to alter your existing DPP this will be treated as a contract termination and you will be required to sign-up for a new DPP on a new contract.

#### Minimum Cost

24 Months: Minimum cost over 24 months is the monthly payment multiplied by 24.

12 Months: Minimum cost over 12 months is the monthly payment multiplied by 12.

#### Termination

You will be invoiced monthly for your DPP monthly amount. In the event, full payment is not received, Southern Phone Company may suspend or cancel the associated service. Southern Phone Company will give you prior notice if this is to occur.

# Short Term Payment Plan 3 or 6 month (STPP)

## Information about the Plan Short Term Payment Plan (STPP)

A STPP provides you with greater choice when purchasing eligible hardware such as a mobile handset. When you connect to an eligible plan, you then have the ability to choose from a wide selection of hardware without the worry of having an upfront cost.

### Your Plan

#### How does the STPP work?

These monthly payments allow you to select a device and pay it off in affordable monthly repayments. The STPP is a separate product overlaid across your service plan.

#### Contract Period

A STPP is only available on a 3 or 6 month contract on selected handsets. Early termination charges apply.

### Eligibility

#### Who is eligible and what options are available?

If you have an active service on an eligible plan, you can use the STPP to

pay off your hardware purchase. For details of eligible plans please speak to our sales or customer service representatives. All customers must pass our credit assessment to be eligible for these offers.

### Other Information

#### Conditions

There is a limit of 1 STPP per eligible service and they can only be used to purchase eligible hardware such as a mobile handset.

#### Early Termination Fees (ETF)

Fees apply for the early termination of a STPP contract. The early termination fee is calculated by multiplying the monthly STPP fee by the number of months remaining on the contract. For example, if you are on a \$17 by 6 month STPP and you leave 2 months into the contract, it will be  $\$17 \times 4$  months remaining = \$68.

#### Cancelling your Mobile Service

To be eligible for a STPP, the associated service must be billed on the same account. If you cancel the ser-

vice attached to your STPP you will be charged an early termination fee for the STPP.

### Changing your STPP

You cannot upgrade or downgrade your STPP contract. If you wish to alter your existing STPP this will be treated as a contract termination and you will be required to sign-up for a STPP on a new 3 or 6 month contract.

#### Minimum Cost

Minimum cost over 3 or 6 months is the monthly payment multiplied by 3 or 6 months.

#### Termination

You will be invoiced monthly for your STPP monthly amount. In the event full payment is not received, Southern Phone Company may suspend or cancel the associated service. Southern Phone Company will give you prior notice if this is to occur.

