



CRITICAL INFORMATION SUMMARY

NBN Broadband Bundle

Information about the service

NBN™ Broadband + Home Phone

This bundle combines our nbn™ broadband plans with our Southern Voice (VoIP) plans,

Small Bundle:

- Includes nbn™ broadband 100GB (S)
- Southern Voice - VoIP (M)

Medium Bundle:

- Includes nbn™ broadband 200GB (M)
- Southern Voice - VoIP (M)

Large Bundle:

- Includes nbn™ broadband unlimited (XXL)
- Southern Voice - VoIP (M)

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

NBN BROADBAND

| Plan | Small | Medium | Large | X Large | XX Large |
|----------------------|--|--|--|--|--------------------------------------|
| Data | 100GB | 200GB | 500GB | 1000GB | Unlimited |
| Monthly Fee | \$45 | \$50 | \$55 | \$60 | \$65 |
| Speed | 12/1 | 12/1 | 12/1 | 12/1 | 12/1 |
| Speed Boost | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 + \$20 100/40 + \$30 | 25/5 + \$10 50/20 NA 100/40 NA |
| Cost of 1MB | \$0.0005 | \$0.0003 | \$0.0001 | \$0.0001 | - |
| Min cost No Contract | \$245 | \$250 | \$255 | \$260 | \$265 |
| Min cost 12 Months | \$640 | \$700 | \$760 | \$820 | \$880 |
| Min cost 24 Months | \$1080 | \$1200 | \$1320 | \$1440 | \$1560 |

This summary provides you with important information about this plan

Information about the service

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

Bundling

There are no bundling requirements.

Minimum Term

The minimum term is either month to month, 12 months or 24 months.

Equipment

A nbn™ termination device may be installed in your home depending on your connection type. A Wi-Fi modem is included only on the 24 month contracts.

Broadband Plan Inclusions

Monthly broadband data allowance as specified in the table above.

Line speed

Is specified in the table above.

Fair use policy applies to unlimited data plan, please refer to our website for details.

Changing Your Plan

You may change your plan once per month (e.g. from \$55 to \$60 per month) without charge, as long as it does not also mean a change of line speed. You cannot move below the original plan you purchased. For details about line speed changes and fees, please see details under the heading 'Line Speed Change Fee'.

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. Plan speeds are shown in downstream/upstream format and speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality and length, customer premises interference, traffic and equipment. 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. Minimum cost over 24 months is specified in the table above.

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Early Contract Termination Fee

For the 24-month contract, the Early Termination Fee (ETF) for cancellation within the contract term is \$20 multiplied by the number of months remaining on the contract. Maximum ETF is \$480.

For the 12-month contract, the ETF for cancellation at any time within the contract term is \$50. For the month to month contract, there is no ETF for cancellation.

Cost of 1MB of data

The cost of 1MB of data is shown in the table above.

Activation Fees

For the 24-month contract, no service activation fee applies.

For the 12-month contract, a \$100 service activation fee applies.

For the month to month contract, a \$200 service activation fee applies.

You will only be billed when your nbn™ provisioning is successful.

Equipment Fee

Wi-Fi modem and delivery is included with a 24-month contract. 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™. A customer can supply their own modem or purchase a modem from us on the month to month or 12 month contracts.

Line Speed Change Fee

A change of line speed will cost \$35. Move from the 12/1Mbps up to 25/5Mbps for \$10 a month. 25/5Mbps is the maximum speed for the unlimited plan.

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 activation and equipment fees will also appear on your first invoice.

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 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

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au

VoIP PLANS

| Plan | Small | Medium | Large | XL International |
|---------------------|--|--|----------------|--|
| Monthly Fee | \$5 | \$10 | \$30 | \$40 |
| Local Calls | 10c per call | Unlimited | Unlimited | Unlimited |
| National Calls | 25c per minute Capped at \$1.98 for 1 hour | Unlimited | Unlimited | Unlimited |
| Calls to Mobiles | 37c per minute Capped at \$1.49 for 10 minutes 39c connection fee | 37c per minute Capped at \$1.49 for 10 minutes 39c connection fee | Unlimited | Unlimited |
| Calls to 13 Numbers | 40c per call | 40c per call | 40c per call | 40c per call |
| International Calls | Standard Rates | Standard Rates | Standard Rates | Unlimited land line calls to: Canada, France, Germany, Ireland, Netherlands, Spain, UK, USA, China, India, New Zealand, Italy, Vietnam, Philippines & South Africa |
| Min cost 1 Month | \$5 | \$10 | \$30 | \$40 |

This summary provides you with important information about this plan

Information about the service

This is a VoIP home phone only service. These services require an active internet connection to work.

Bundling

There are no bundling requirements.

Minimum Term

This is a month to month service.

Equipment

No equipment is supplied with this plan.

Home Phone Plan Inclusions

As specified in the table above. Fair Use Policy applies to unlimited calls. Please see our website for details.

Home Phone Plan Exclusions

Calls to 13 and 1300 numbers, calls to premium numbers and international calls are not included in unlimited calls unless stated.

Changing Your Plan

You may change your plan once per month without charge.

Information about pricing

Minimum Monthly Charge

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

Early Contract Termination Fee

There is no early termination fee.

Activation Fee

There is no activation fee for these services.

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. A late payment fee may apply if you don't pay your bill by the due date.

| KEY RATES | |
|---|--|
| Local Calls | 10¢ |
| National Calls | 25¢ a min capped at \$1.98 for 1 hour |
| National Call Connection | 39¢ |
| Calls to mobiles | 37¢ /minute capped at \$1.49 for 10 mins |
| Calls to mobiles connection fee | 39¢ |
| International Call Connection | 39¢ + standard rates See website |
| 13 & 1300 no. | 40¢ |
| KEY RATES \$40 Plan | |
| International call rates & connection to all other countries not included | 39¢ + Standard rates See website |

Other Charges

An \$8 port out charge is applied if you disconnect or transfer your fixed line service.

Other Information

Customer Service Guarantees (CSG)

This 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

Obtaining Data Use Information

To access information about your data usage, please log into your account at south-

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Customer Service

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Dispute Resolution

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