



# CRITICAL INFORMATION SUMMARY

## nbn™ Triple Bundle

### Information about the service

#### nbn™ Broadband + Home Phone + Mobile Phone

This bundle combines our nbn™ Broadband and Phone Bundle plans with our: Green 4G (24 month) SIM plans,

Modem is included at \$0 on each of these bundles on a 24 month contract.

#### Triple Bundle:

- \$16 SIM 4G Plan
- Includes nbn™ Unlimited Turbo (40mbps typical evening speed between 7pm to 11pm)
- VoIP (L)
- \$20 Discount per month for the first 24 months (plan then reverts back to \$100 per month)
- Wi-Fi Modem included at \$0.00 on this bundle on a 24 month contract

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

## 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. 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 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 x 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.



# CRITICAL INFORMATION SUMMARY

## nbn™ BROADBAND 24 Month Contract

Access	Plan	Data	Monthly Fee	Cost per MB	Min Cost
Turbo Speed Typical evening speed 40Mbps	Unlimited	Unlimited	\$70	N/A	\$1680

Typical evening speed is between 7pm to 11pm

### 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

This 24 Month plan is available only when bundling on a 24 month contract. Eligible for a maximum of a \$20 per month discount for the combined services for the first 24 months, the Bundle plan then reverts back to \$100 per month for both services.

#### Minimum Term

The minimum term is 24 months.

#### Equipment

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

#### Broadband Plan Inclusions

Monthly broadband data allowance as specified in the table above.

#### Speed

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. Max Speed is not available on a Fixed Wireless connection.

#### Changing Your Plan

You may change your plan once 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. 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.

#### Early Contract Termination Fee (ETF)

For the 24 month contract, the ETF within the first 12 months is \$100. ETF if terminated in the last 12 months of your contract is \$50. Maximum ETF for the 24-month contract is \$100.

#### Order Cancellation

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

#### Cost of 1MB of data

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

#### Equipment Fee

Wi-Fi modem and delivery is included. 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. Line speed change to your plan cost is specified in the table above.

#### 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. 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. 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 CSG 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**



# CRITICAL INFORMATION SUMMARY

## VoIP 24 Month Contract

Plan	Large	XL International
Monthly Fee	\$30	\$40
Local Calls	Unlimited	Unlimited
National Calls	Unlimited	Unlimited
Calls to Mobiles	Unlimited	Unlimited
Calls to 13 Numbers	40c per call	40c per call
International Calls	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	\$720	\$960

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

This plan is only available when bundled on a 24 month contract.

#### Minimum Term

The minimum term is 24 months.

#### 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 to a higher 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 (ETF)

The Early Termination Fee (ETF) for the Large & XL International plans is \$20/month each of the months remaining on the plan.

#### 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. 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.

### 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 XL \$40 Plan	
International call rates & connection to all other countries not included	39¢ + Standard rates See website

### Other Charges

If you transfer your service from a standard fixed line to VoIP, a once off \$8 portability fee will apply.

### 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](http://acma.gov.au)

#### 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 to contact Telstra for your phone service

### 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 policy applies:** See [www.southernphone.com.au/fair-use](http://www.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/aboutus/contact-us](http://tio.com.au/aboutus/contact-us)

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# CRITICAL INFORMATION SUMMARY

## Green 4G 24 Month Plans

Plan	Monthly Fee	National Calls	National SMS/MMS	Data	Minimum Spend
Green 16	\$16	Unlimited	Unlimited	3GB	\$384
Green 22	\$22	Unlimited	Unlimited	7GB	\$528
Green 32	\$32	Unlimited	Unlimited	16GB	\$768
Green 40	\$40	Unlimited	Unlimited	30GB	\$960

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 24 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 Call connection</b>	\$1.98 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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