

# Critical Information Summary

## Unlimited nbn™ FW Plus - Promotion



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

**Plan Description:** NBN Unlimited

**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

#### Partner 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. 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 business hours is usually the peak user period from 9am-5pm Monday to Friday. 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

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

- **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](http://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](http://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](http://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://www.southernphone.com.au/About-Us/Policies/nbn-Sky-Muster-Satellite-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](http://www.tio.com.au/about-us/contact-us)

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