

## Green Promo 4G 12 Month Plans

Plan	Monthly Fee	Discounted Monthly Fee	National Calls	National SMS	Data	Minimum Spend inc. Discount
Green Promo 22	\$22	\$15	Unlimited	Unlimited	7GB	\$222
Green Promo 35	\$35	\$25	Unlimited	Unlimited	18GB	\$360

This summary provides you with important information about this plan

### Description of service

#### Discounted Monthly Fee

This is a limited offer for Green 22 and Green 35 plans. The discounted monthly fee only applies to the first 6 months of the plan. After 6 months, the fee you will pay is the full price in the monthly fee column, as shown in the table above. You must sign up by the 10<sup>th</sup> December 2018 to be eligible for this offer. Monthly Discount not available to current contracted Optus customers.

#### Handsets

No device is included in this plan.

#### Minimum Term

The plans are all 12-month contracts.

#### 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

#### 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.

### 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.

KEY RATES	
Call and SMS charges included in the plan fee will be credited each month.	
2-minute standard call	\$1.98
Call connection	40¢
SMS	25¢
Call charge	99¢ /minute
Voicemail deposit	15¢ /minute
Voicemail retrieval	30¢ /minute
MMS	77¢
Video MMS	99¢
Excess Mobile data	See Data Boost
International calls	See website
International SMS	55¢
Directory assistance 1223, 1225	40¢ connection + 99¢ /min
Premium 19 numbers (competitions, TV etc)	As advertised by provider

### Data Boost

Excess data is charged at 5 cents per megabyte (MB) with a minimum charge of 25 cents. 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. At the end of your billing cycle you'll automatically be moved back to your plan's original inclusions and charges.

### Other Charges

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

### Early Termination Fee (ETF)

There is a \$10 per month ETF for the plan should you end your contract before the end of the term, also any outstanding monthly device payments will be charged to your account. If you disconnect, any remaining discount is forfeited and the full monthly ETF rate will be applied. The discount applies to the first 'full' 6 months ie. the pro-rata amount for the portion of the month you are with us, will be charged before the 'full months' credits are applied.

### Billing

Email billing is free. A \$2.20 charge is applied for paper billing. Your monthly charges will be billed in advance. Your service is invoiced on the same date each month. 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.

### 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)

#### Customer Service

For customer service please call us on 13 14 64.

#### Fair use policy applies: See

[www.southernphone.com.au/fair-use](http://www.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](http://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 [www.southernphone.com.au](http://www.southernphone.com.au)**