

# Critical Information Summary

## Home Wireless Broadband Unlimited



**Service Description:** This plan uses the Optus 4G mobile network. This plan uses the same mobile towers your mobile phone does to deliver a 4G internet connection to your premises and is designed to be used in the home or other fixed location. It is an alternative to more 'traditional' fixed line internet connections.

**Plan Description:** Data only service.

**Plan Inclusions:** Unlimited Data (Fair use policy applies)

**Minimum Monthly Charge:** \$60.00

**Minimum Term month-to-month** or 24-month contract.

**Minimum monthly fee:** on 24-month plan: \$1,440

**Minimum monthly fee on month-to-month plan:** \$270 (including \$210 outright modem fee) in first month

**Modem/Hardware:** Included for customers who take up for a 24-month plan and stay connected. You'll need to pay out your modem on your next bill, calculated as \$8.75 per month times the number of months remaining on your 24 months contract.

### Information about this service

#### Availability

Check whether you can connect to the Home Wireless Broadband Unlimited Plan by calling 13 14 64. The plan is only for use at the single nominated address. If you wish to move the service address, you will need to contact us to check service and network availability at the new location and notify us if you wish to set up your service at your new location. If we advise you that there's no network availability at the new location, and you're under a 24 months contract, you may cancel the plan early for the previously nominated address, however you'll need to pay an early termination fee as set out in the table above.

#### Modem

This plan can only be used with the Southern Phone supplied modem. The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

#### Exclusions

There are no call inclusions on this plan. The service cannot be used overseas and does not support roaming.

#### Speed

The speed on the plan is limited to a maximum download speed of 20Mbps and a maximum upload speed of 1Mbps. Speeds on the plan are heavily dependent on mobile coverage. Actual speeds experienced will depend on several factors including congestion, location, local conditions, hardware, software and general internet traffic.

#### Coverage

The plan is only available in selected areas on the Optus 4G mobile network with the modem supplied by Southern Phone. There may be technical reasons that affect your ability to access the service at your address.

For information on coverage, please visit <https://www.southernphone.com.au/coverage>. For information on broadband technologies and the factors that can influence broadband performance, please visit [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP).

### Information about pricing

#### Billing and fees

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. Afterwards, bills will land monthly and include charges in advance for the minimum monthly fee. Below are some fees that may apply.

Description of fee	Amount (incl. GST unless stated)
<b>SIM card replacement fee: This may be applied if we need to send you another SIM card.</b>	\$10
<b>Paper bill fee:</b> Applies to each paper bill. We prefer e-billing and think you will too – it's free of charge and easy to set up.	\$2.20
<b>Late payment fee:</b> We may apply this if you don't pay a bill by the due date. *Amount not subject to GST	\$10*

#### Cancelling your plan

You're welcome to cancel your plan at any time. You'll just need to pay any outstanding charges and fees incurred up to the end of the bill cycle in which the service was cancelled (unless otherwise

specified), plus any early termination charges if you're on the 24 months plan.

## Other Information

### Obtaining Call and Data Use Information

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

### Customer Service

For customer service please call on 13 14 64.

### Fair Use

Our [Fair Use Policy](#) sets out rules such as the reasonable and lawful use of our service. If you choose not to follow the directions in the policy, for example by using your plan excessively or fraudulently, we can take the actions mentioned in the policy. See the [Customer Terms Policy](#) here.

### 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: [southernphone.com.au/About-Us/Policies/Complaints-Handling-Policy](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](https://www.tio.com.au/about-us/contact-us)

**This is a summary only to view all policies, terms and conditions go to: [www.southernphone.com.au/About-Us/Policies](https://www.southernphone.com.au/About-Us/Policies)**