

Critical Information Summary



Southern Phone nbn® Plans (fixed line internet services*)

The Southern Phone nbn plans are for a broadband service to your premises, with optional SPC modem. Our nbn plans also have the option of bundling with home phone plan.

Plan		nbn Basic	nbn Standard	nbn Fast	nbn Fast X	nbn Ultrafast
Connection Type*	FTTN	✓	✓	✓		
	FTTB	✓	✓	✓		
	FTTC	✓	✓	✓		
	HFC	✓	✓		✓	✓
	FTTP	✓	✓		✓	✓
Speed	Maximum possible download/upload speeds (off-peak)	25/5 Mbps	50/20 Mbps	100/20 Mbps	500/50 Mbps	1000/100 Mbps
	Typical busy period download/upload speeds (7pm to 11pm)	25/4 Mbps	50/18 Mbps	87/18 Mbps	500/45 Mbps	860/90 Mbps
	Data	Unlimited				
Cost	Minimum monthly fee	\$59	\$79	\$89	\$89	\$95
	Early termination fee	None.				
Term	Minimum term	1 month. This service is month-to-month with no fixed term.				

*Fixed line services include Fibre to the Premise (FTTP), Fibre to the Curb (FTTC), Fibre to the Building (FTTB), Fibre to the Node (FTTN) and Hybrid Fibre Coaxial (HFC) technologies. Home Fast X, Home Ultrafast are only available on FTTP and HFC technologies, and may not be available to all areas, homes or customers.

Information about this service

Availability

Check whether you can connect to the nbn network at southernphone.com.au. These plans apply if you can connect to the nbn network with Fibre to the Premises (FTTP), Fibre to the Building (FTTB), Fibre to the Curb (FTTC), Fibre to the Node (FTTN), Hybrid Fibre Coaxial (HFC) technologies. If you need to connect using Sky Muster® Plus satellite service or fixed wireless services, check out our other plans.

Hardware Required

An nbn connection box may need to be installed in your home depending on your connection type.

Modem

You'll need an nbn compatible modem to set-up your connection. You can bring your own modem (BYO) or you can purchase a modem from us either upfront (the Device Charge will appear on your first invoice), or on a Device Payment Plan where Device Charges are spread over 12 or 24 months. Please note that if you cancel your nbn plan or your Device Payment Plan before the plan ends, you will need to pay your remaining Device Charges (prorated to the day of cancellation) included as a lump sum on your next bill (please see

the [Device Payment Plan terms](#) for more details). Modem options are detailed on our [website](#).

Southern Phone is not responsible for any BYO modem that does not work on the nbn or our network, and we may not be able to support every device or do our usual tests to check if your nbn service is working properly.

Optional Home Voice Plan - VoIP Service

For an additional \$10 per month, a VoIP telephone service can be added to the nbn Broadband service. The Home Voice plan includes unlimited calls to local, national and Australian mobile numbers. Our Fair Use Policy applies. Calls to 13 numbers are charged at \$0.40 per call. International call rates can be found at <https://www.southernphone.com.au/help/home-phone/international-call-rates/voip-international-call-rates>. Southern Phone's Standard Wi-Fi Modem is required to use the Home Voice service.

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 network, nbn co may charge \$300 (incl. GST) to connect your premises to the nbn network.

Speed and performance

Typical busy period download/upload speeds for our fixed line technology **nbn** plans (7pm-11pm) are based on past measurements across a range of locations and connection technologies, and there may be times when your connection won't achieve these speeds. If that happens and we can't fix the issue, we can move you over to a lower speed plan (where available) so you only pay for the speeds your connection can deliver. Typical busy period download/upload speeds for our **nbn** plans (7pm-11pm) may increase or decrease over time and aren't guaranteed minimum speeds.

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. Any relocation, technician, and equipment fees will also appear on your first invoice. Below are some fees that may apply.

Description of fee	Amount (incl. GST unless stated)
Excess Usage: there are no excess usage charges on this plan.	N/A
New development charge: This fee is charged by nbn co to connect you to the nbn network. It applies if you're in a new development or your property does not have an existing connection and isn't already connected to the nbn network.	\$300
Incorrect Fault Lodgement 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	\$220
Paper Bill Fee: 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
Late Payment Fee: We may apply this if you don't pay a bill by the due date.	\$10*

*Amount not subject to GST

Cancelling your plan

You're welcome to cancel your plan at any time with no cancellation fee. You'll just need to pay any outstanding charges and fees, including charges outside of your monthly allowances incurred up to the date your service was cancelled. And we'll credit you with a pro-rata refund of your plan's monthly fee for your last billing period,

based on when you cancelled your plan. After that, we're all squared away.

Changing your plan

We give you the freedom to change your plan at any time for no fee, once per billing period. If you decide to change your plan before the end of your billing period, you'll need to pay any other charges you incurred up to the plan date change and a pro-rata amount for your new plan for the rest of the billing period plus a month in advance. You'll also receive a pro-rata refund for fees paid in advance for your current plan.

There may also be times when we have to make changes to your plan, like updating fees or inclusions. Rest assured, we'll only ever do this in line with our [Customer Terms](#).

Other Information

Priority Assistance

This plan is not suitable for priority assistance. If you or someone in your home has a serious life-threatening condition and would be at risk without a phone service, please contact another provider like Telstra.

Obtaining Data Usage Information

To access information about your expenditure and data usage, please log into your account at southernphone.com.au.

Customer Service

We want you to have the best experience with us. So, if there's something you're not happy with, we're here to help. Give us a 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.

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://www.southernphone.com.au/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

This is a summary only. To view all policies, terms and conditions go to: <https://www.southernphone.com.au/terms-policies>

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