

Critical Information Summary

Next Home Phone Plans



Plan Name		Small 25	Small 27	Medium	Large
Description	The Southern Phone Next Home Phone Plan is a home phone only service. Your telephone service will be connected by our Next Home Phone Equipment.				
Cost	Minimum monthly fee	\$25 ¹	\$27 ³	\$44 ¹	\$60 ¹
	Maximum monthly fee (with optional items)	\$25	\$27	\$59 (with international call option)	\$75 (with international call option)
	Total minimum cost over minimum term	\$600	\$648	\$1,056	\$1,440
	Early termination fee	\$10 multiplied by the months remaining in your minimum term.			
Inclusion	Your monthly fee includes:	None	None	\$44 of local and national landline calls and calls to Australian mobiles.	Unlimited local and national landline calls and calls to Australian mobiles ²
	Local and National	5c per minute (capped at 25c for first hour). No call connection fee.	5c per minute (capped at 25c for first hour). No call connection fee.	5c per minute (capped at 25c for first hour). No call connection fee.	Unlimited ²
	Australian Mobiles	Per minute rate 30c capped at \$3 per call for the first hour. Call connection fee 45c per call.	Per minute rate 30c capped at \$3 per call for the first hour. Call connection fee 45c per call.	Per minute rate 30c capped at \$3 per call for the first hour. Call connection fee 45c per call.	Unlimited ²
	International	45c call connection fee + standard rates (see details below).	45c call connection fee + standard rates (see details below).	45c call connection fee + standard rates (see details below). You can also add an international call option for \$15/mth (see details below).	
	13/1300 Numbers	35c per call	35c per call	35c per call	35c per call
	Other fees, charges and exclusions	See "Information about this service" and "Information about pricing" below.			
Term	Minimum Term	24 months			
	¹ Pensioner discount may be applied to this amount, for eligible customers. ² Fair Use Policy applies to unlimited call allowance. ³ Depending on your nbn connection type, the Small 25 plan may not be available at your location. If this is the case, we will connect you to the Small 27 plan and advise you prior to activating your service. You may cancel without charge if this plan does not meet your needs.				

Information about this service

About this service

This is a Home Phone residential only service that operates over either the Optus 3G/4G Mobile Network or the nbn™ network. Your telephone service will be connected by our Next Home Phone equipment. This service is not available at all locations. Not available on wireless and satellite technologies. For more information contact our Next Home Phone team on 1800 331 241.

Equipment

A Next Home Phone device will be sent to your home. Additional cabling may be required for some installations. You will be advised if this is the case. You'll also need a compatible telephone handset to use this service. For details about compatible handsets, see southernphone.com.au.

Plan exclusions

Your plan does not include international calls (unless an international call option is added), calls to premium numbers and all other services not specified as being included in the monthly credit. For international call standard rates, please see <https://www.southernphone.com.au/help/home-phone/international-call-rates/voip-international-call-rates>.

Information about pricing

International Call Option

You can add an unlimited international call option for the following plans. Use is subject to our Fair Use Policy.

Add an Unlimited International Call Option		
Small 25 & 27	Medium	Large
n/a	add \$15/mth	add \$15/mth

Pensioner Discount

An additional pensioner discount is available. You must be over 60 years of age to receive the discount. The following discount will apply to the monthly fee specified above, for eligible customers:

Pensioner Discount		
Small 25 & 27	Medium	Large
\$5/mth off	\$5/mth off	\$10/mth off

Billing and fees

If you don't activate your service within 30 days of receiving our equipment, your plan will automatically start billing. Accounts are billed monthly 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. Below are some fees that may apply.

Description of fee	Amount (incl. GST unless stated)
Activation fee: there is no activation fee for this service.	n/a
Port out charge: An \$8 port out charge is applied if you disconnect or transfer your fixed line service.	\$8
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 or equipment supplied by us.	\$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 early termination charges outside of your monthly allowances incurred up to the date your service was cancelled. And, if applicable, 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

Customer Service Guarantees (CSG)

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

Priority Assistance

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

In the event of a power outage

In most cases, your nbn service won't work during power failures, including your home phone if you have one. If the power fails, you may be able to use a mobile phone to make or receive calls, including calling emergency service numbers (e.g. 000). We don't offer a battery backup unit. However, if you have a Fibre to the Premise (FTTP) connection, you may already have a battery backup power supply unit installed, which will usually provide emergency power for up to 5 hours. You'll be solely responsible for your battery backup unit, including replacing the batteries. A battery backup unit won't power any cordless phones or phones that require external power.

Obtaining Usage Information

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

Customer Service & Fair Use

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 or get in touch [here](#). 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://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

This is a summary only. To view all policies, terms and conditions go to: www.southernphone.com.au/About-Us/Policies