

Critical Information Summary

nbn® Broadband Plans



Plan name	nbn Basic	nbn Standard	nbn Fast	nbn Superfast**	nbn Ultrafast**	
Description	The Southern Phone nbn plans are for a broadband service to your premises, with optional SPC modem.					
Speed	Speed tier (maximum possible off-peak, download/upload)	25/5 Mbps	50/20 Mbps	100/20 Mbps	250/25 Mbps	1000/50 Mbps
	Typical busy period download/upload speeds (7pm to 11pm) *	25/ Mbps	50/18 Mbps	100/19 Mbps	250/23 Mbps	860/43 Mbps
	Data	Unlimited				
Cost	Minimum monthly fee	\$59	\$79	\$89	\$95	\$105
	Early termination fee	None				
Term	Minimum term	1 month. This service is month-to-month with no fixed term.				

*Fixed line technology services only. See our Key Facts Sheet for more information.

** Available in **nbn** FTTP & select **nbn** HFC areas.

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 nbn® Sky Muster® Plus Premium, 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 for an upfront payment (which will appear on your first invoice), starting from \$156.

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/homephone/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.

For Fixed Wireless **nbn** plans, your speeds are variable in nature and are not guaranteed. Actual speeds depend on various factors, such as how far the transmission tower is located from your premises, the antenna's line of sight to the tower, weather conditions, network congestion (particularly during the busy hours), and your in-premises setup. If you aren't fully satisfied with your actual speeds and we can't fix the issue, we can move you over to a lower speed (where available) so you only pay for the speeds your connection can deliver.

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
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

Canceling 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

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.

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 lifethreatening condition and would be at risk without a phone service. If you need a priority assistance service, please contact another provider like Telstra. See our Key Facts Sheet for information about medical or security alarms and the **nbn** network.

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

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