

Critical Information Summary

Mobile Broadband Plans



Plan name		X-Small	Small	Medium	Large
Description	The Southern Phone Mobile Broadband provides access to data only services. There are no call inclusions on these plans.				
Mobile network	Optus 3G and 4G Plus.				
Cost	Minimum monthly fee	\$15	\$25	\$40	\$65
	Total minimum cost over minimum term	\$180	\$300	\$480	\$780
	Early termination fee	\$60 where there is more than 6 months remaining on the contract or \$25 where there is less than 6 months.	\$100 where there is more than 6 months remaining on the contract or \$40 where there is less than 6 months.	\$160 where there is more than 6 months remaining on the contract or \$65 where there is less than 6 months.	\$275 where there is more than 6 months remaining on the contract or \$100 where there is less than 6 months.
Allowances (monthly) and Exclusions	Data	7GB	15GB	50GB	100GB
	Effective cost per 1MB of data	\$0.0021	\$0.0017	\$0.0008	\$0.0007
	Other fees, charges and exclusions	See "Information about the service" and "Information about pricing" below.			
Term	Minimum term	12 months			

Information about this service

Speed and Coverage

Speeds on Mobile Broadband are heavily dependent on coverage. For more information on coverage, please visit <https://www.southernphone.com.au/coverage>. For more information on broadband technologies and the factors that can influence broadband performance, please visit <https://www.commsalliance.com.au/BEP>. Please note that Optus will be shutting down their 3G mobile network from September 2024.

Data Renewal Date

The renewal day for your monthly data allowance is the first day of your billing period. Unused data allowance in any billing period expires and cannot be rolled into subsequent months.

SMS

You can send and receive text messages using Mobile Broadband Service. Each text message (SMS) is charged at 25 cents per 160-character message, this charge is in addition to your minimum monthly fee.

Your Service Cannot Be Used Overseas

Because of the extremely high rates charged by overseas carriers, the service cannot be used overseas. If you travel you should get a local service in your destination country.

Excess Usage Charges

If you exceed your monthly included data usage allowance, then excess usage will be charged at 1.1 cents per MB. Your service may

be restricted if your use is excessive. See our Fair Use Policy. Extra data usage will expire at the end of your billing period.

Information about pricing

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. Other fees and charges that may apply include:

Description of fee	Amount (incl. GST unless stated)
Excess Usage: applies if you use more data than included in your plan (see above).	1.1c per MB
Setup Fee: there is no setup fee with this plan.	n/a
SIM replacement fee: if you need to replace the SIM card.	\$10
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

If you cancel your plan early termination fee will apply. You'll also need to pay outstanding charges and fees if applicable, 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

Obtaining Data Usage Information

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

You will receive SMS alerts when you reach 50%, 85% and 100% of your included monthly data allowance, if your device is capable of receiving SMS alerts. There may be a delay of up to 48 hours with these SMS alerts.

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 or get in touch [here](#).

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: 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: <https://www.southernphone.com.au/terms-policies>