Southern Phone Device Payment Plan
Terms and Conditions
Information about this plan

A Device Payment Plan (**DPP**) provides you with an option to pay Device Charges over a 12- or 24-month term. When you sign up to an eligible plan, you have the ability to purchase a device without the worry of paying an upfront cost.

There is a limit of 1 DPP per eligible plan and a DPP can only be used to purchase eligible devices such as phones or modems. If you purchase 2 or 3 devices, DPP will apply to only one of the devices.

Eligibility

Who is eligible and what options are available?

To be eligible for a DPP, you must purchase an eligible device with an eligible plan under the same account. For details of eligible plans please speak to our sales or customer service representatives or see our website. All customers must pass our credit assessment to be eligible to use a DPP.

When you cancel your DPP

If you cancel your plan or your DPP before the end of the 12- or 24- month term, you will need to pay out the **remaining Device Charges** that you owe on the device which you purchased. This is the case even if you are cancelling your plan because of a change that we have made under clauses 11.2 or 11.3 of our Customer Terms.

The **remaining Device Charge** is calculated by multiplying the monthly device payment fee by the number of months remaining on DPP, prorated to the day of cancellation. This will be included on your next bill as a lump sum amount.

For example, if you are on a DPP of $12.41/month on 12 months and you leave 6 months into the 12-month term, your remaining Device Charge will be calculated as $12.41 x 6 months remaining = $74.46.

Other information

Conditions

- Once you receive your device, you will own it (even after you cancel your DPP). You will be responsible for the maintenance and repair of the device, subject to manufacturer's warranty and your Australian Consumer Law rights.
- The device cannot be replaced or refunded to you because of change of mind, unless cooling-off period applies.
- You are responsible for a product owned by us if the product is on your property, in your possession or under your control and you must take reasonable steps to ensure that the product is not lost, damaged or stolen. Any loss or damage to, or theft of, that product that is caused by a failure by you to take these reasonable steps, is your responsibility, unless it is caused by us, our staff or our Suppliers.

- You cannot upgrade or downgrade your DPP. If you wish to alter your existing DPP you may be charged the remaining Device Charges before you sign-up for a new DPP.

Acceptable Use

Our Fair Use Policy sets out rules such as the reasonable and lawful use of our service and devices. If you choose not to follow the directions in the policy, we can take the actions mentioned in the policy.

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.

To view all policies, terms and conditions go to: Terms & Policies | Southern Phone