



# CRITICAL INFORMATION SUMMARY

## Orange 4G Mobile Broadband Plans (MBB)

Plan Name	Monthly Fee	Data Included	Cost 1MB of Data	Minimum Cost
Orange MBB 5	\$30	5GB	\$0.0060	\$30
Orange MBB 10	\$45	10GB	\$0.0045	\$45
Orange MBB 20	\$65	20GB	\$0.0033	\$65
Orange MBB 30	\$85	30GB	\$0.0028	\$85

This summary provides you with important information about this plan

### Information about the service

#### Handsets

No Device is included in the plan.

#### Minimum Term

This is a month to month plan. The minimum term is one month.

#### Credit Inclusions

Data as specified in the table above.

#### Changing Your Plan

You can change to a different plan with mobile data, at any time at no charge.

#### Network Information

Southern Phone Company Limited (ABN 42 100 901 184) uses part of Telstra's 4G and 3G mobile network. Mobile broadband services are affected by network utilisation, weather conditions, the distance from the tower and hills as well as building types and other obstructions that can impede the signal. Also, where the network is under heavy load, a voice call will take precedence over a mobile data connection. This congestion can be worse in high use periods like school holidays.

#### Data Renewal Date

The renewal day for your monthly data download quota is the first day of your billing period.

#### Aerials

In some cases, reception, can be improved by using an external aerial attached to the USB modem. Southern Phone does not provide aerials and we suggest you source them from an electronics specialist.

#### SMS

You can send and receive text messages using Mobile Broadband. Each text message (SMS) is charged at 25 cents per 160-character message.

#### 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.

#### Information About Pricing

The minimum charge is shown in the table above.

#### Total Minimum Cost

The total minimum amount you'll have to pay is shown in the table above.

#### Maximum Monthly Charge

Your maximum monthly charge is equal to the minimum monthly charge for this plan, unless you incur excess data

charges during the month.

#### Excess Usage Charges

You will automatically receive an SMS sent to your mobile broadband service to notify you when you are approaching and have exceeded your monthly data usage.

If you exceed your monthly included data usage allowance then excess usage will be charged at 15 cents per MB. Unused data allowance in any month cannot be rolled into subsequent months.

#### What it Costs for Some Basic Usage

The cost of 1MB of data, where your total data usage in a month equals the data allowance for your plan is shown in the table above.

#### Early Contract Termination Fee

There is no early termination fee for the plan.

#### Other Charges

The SIM replacement fee is \$20.

#### Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. 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 activation and equipment fees will also appear on your first invoice. A late payment fee may apply if you don't pay your bill by the due date.

### Other Information

Obtaining Call and Data Use Information To access information about your expenditure and data usage, please log into your account at [southernphone.com.au](http://southernphone.com.au)

#### Customer Service

For customer service please call us on 13 14 64.

#### Dispute Resolution

If you have a problem or complaint about your service please call us on 13 14 64. 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 [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

**This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit [southernphone.com.au](http://southernphone.com.au)**