

Home Wireless Broadband 24 Month Contract

Plan	Monthly Fee	Data Included	Cost of 1MB Data	Total Minimum Cost
HWBB200	\$65	200GB	\$0.0033	\$1,560
HWBB500	\$85	500GB	\$0.0017	\$2,040

Description of service

Minimum Term

These plans have a 24 month contract.

Plan Inclusions

Data included as specified in the table above.

Hardware

To use this service, a compatible modem and SIM are required. Southern Phone will supply the modem and SIM. The SIM supplied with the modem must not be removed from the modem and will not work with any other device. There is no charge for the modem or the SIM activation. The device includes a 24-month warranty.

Changing Your Plan

You can change to a higher value plan with more mobile data, at any time at no charge. You can change back to your original plan at any time at no charge. However you can not change to a lower monthly fee plan than your original plan without incurring an early termination fee.

Network Information

This mobile broadband plan operates on the Optus 4G and 3G network. Wireless 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. 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.

Calls

This service cannot be used to make or receive calls.

SMS

This service cannot be used to send text messages (SMS).

Free SMS Alerts

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your monthly data allowance. There may be a delay of up to 48 hours with these SMS alerts. Receiving these alerts are dependent on the device in which the sim card is being used.

International Roaming

International Roaming is not available on this service.

Information About Pricing

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.

Important Note:

- If a large amount of data is used in a short period of time this may result in excess data usage.
- Broadband data usage listed in the Southern Phone mobile app and online portal may be delayed by up to 48 business hours.
- We will always do our best to notify you, should you exceed your included allowance.
- You will be responsible for any excess data charges incurred.

Excess Data Usage

If you use more than your included data during your billing month we'll automatically give you another 10GB for \$10. If you use more than 50GB of top-up data we may continue to charge you at the same rates, restrict your data or slow your speed to 256Kbps until the next billing period. Data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads.

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 (ETF)

There is an early termination fee should you end your contract before the end of the term. ETF if you terminate in the first 12 months

you will be charged \$149. ETF if you terminate in the last 12 months you will be charged \$75.

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. Your service is invoiced on the same date each month. The monthly plan fee is charged in advance. Your first invoice will be for more than the monthly plan fee because it will include the plan fee for the days between service activation and your first invoice date plus the plan fee for the next full month. 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

Customer Service

For customer service please call us on 13 14 64 or our live chat on our website. To learn more about the broadband network please see: www.commsalliance.com.au/BEP

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

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au