Critical Information Summary

Mobile SIM Plans on Telstra Wholesale Mobile Network

Plan		Small	Medium	Large	X-Large
Description	Southern Phone SIM-only plans provide a mobile phone service including data usage, calls, MMS and SMS. If you reach your data limit, we'll automatically give you a 1GB data boost for $10 and additional 1GB data boosts ($10 each) up to a maximum of 3GB. They do not include a mobile handset and are for personal use.				
Mobile network	Telstra Wholesale Mobile Network (4G network only)				
Cost	**Minimum monthly fee**	$24	$34	$41	$50
	Early termination fee	**None**			
Allowances exclusions	**Monthly national talk & text**	**Unlimited**			
	Monthly data allowance	10GB	25GB	35GB	45GB
	Other fees, charges and exclusions	See "Information about this service" and "Information about pricing" below.			
Term	**Minimum term**	1 month			

Information about this service

Handsets

Bring your own compatible device. Make sure your device works with our network - especially for emergency calls.

Allowances

- **Calls, SMS and MMS to standard Australian numbers:** your monthly allowance can be used for standard landline, mobile and 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- **Calls to standard international numbers:** There are no international calls included in your monthly allowance on these plans. For pay as you go rates, visit https://www.southernphone.com.au/help/mobile/call-rates/telstra-4g-mobile-international-call-rates
- **Data:** all data is for use in Australia. All unused data (including Data Boosts) expires at the end of each billing period. Data is counted in kilobytes and includes uploads and downloads. Unused data is not rolled over to the next billing month.
- **Upload/Download Speed**: will vary depending on your device and location.
- **Data Boosts and additional data:** if you use more data than your monthly allowance, we'll automatically give you 1GB Data Boost for $10, and additional 1GB data boosts at $10 each, up to 3GB in a billing period. Once you've reached that limit, you won't be able to use additional data for the rest of the billing period. You may be charged for any additional data used ($0.01 per MB block), for a limited time before we discontinue your data access. If you'd like to continue using additional data ($0.01 per MB block), call 13 14 64.
- **SMS Alerts:** We will send you SMS alerts to notify you when you've reached 50%, 85% and 100% of your monthly data allowance. There may be a delay of up to 48 hours with these SMS alerts. You can monitor your usage via our online portal and find additional data usage information here - https://www.southernphone.com.au/help/mobile/plans-network/what-is-mobile-data

Exclusions

Our SIM-only plans can't be used when you're overseas or to send or receive messages via satellite when outside mobile coverage. International calls are not included in your plan. Monthly allowances exclude calls to directory assistance 1223 and 124YES, video calls, international call diversions, calls and SMS to satellite numbers, reverse call charges, third party content charges. For rates, see our Mobile Rates.

Information about pricing

Billing and fees

Your monthly charges will be billed in advance. 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. Below are some fees that may apply.

Description of fee	Amount (incl. GST unless stated)
SIM card replacement fee: May be applied for a SIM card/eSIM replacement	$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 the bill by the due date.	$10*
Directory assistance 1223, 1225	40¢ connection + 99¢ / min

*Amount not subject to GST

Cancelling 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.

Changing your plan

You can change to a different mobile plan at any time at no charge, once per billing period. If you decide to change your plan before the end of your billing period, you'll need to pay a pro-rata amount for your new plan for the rest of the billing period plus a month in advance. When you change plan, the data allowance of your new plan will apply, and any unused data allowance and Data Boosts will expire.

There may also be times when we must 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

For customer service please call us on 13 14 64 or contact us via live chat on our website.

Acceptable Use

Our Acceptable 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 view our Complaints Handling Policy. It'll step you through the process, so you know what will happen and how quickly we can put things right. 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/contactus.

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