Critical Information Summary

Mobile SIM-only Plans

Plan name		Small	Medium	Large
Mobile network	**Optus**	4G + 5G Optus Mobile Network A 5G capable handset is required to access the 5G Network		
Cost	**Minimum monthly fee**	$24	$29	$34
	Early termination fee	None.		
Allowances (monthly) and exclusions	**Calls, SMS and MMS to standard Australian numbers**	Unlimited Fair Use Policy applies		
	Calls to standard international numbers	$50		
	International Roaming Calls, SMS, MMS and data for use while overseas	International Roaming is automatically switched on in all mobile plans. You can disable International Roaming in MyAccount (data charges may apply).		
	Data	20GB	40GB	80GB
	Download Speeds	Capped at 100 Mbps for 5G only, no restriction on 4G downloads		
	Other fees, charges and exclusions	See “Information about this service" and "Information about pricing" below.		
Term	**Minimum term**	1 month		

Information about this service

Our mobile service

- **Mobile network:** Our SIM Plans provide access to the Optus Mobile Network. You’ll need to bring an unlocked mobile device that’s compatible with the Optus Mobile Network. With 4G devices, you can access some or all of the 4G Plus network. The Optus 4G Plus network uses multiple frequencies (LTE 700 /1800 / 2100 / 2300 / 2600 MHz) to provide coverage. 5G is available in selected areas (excl. NT). Compatible device is required. When not in 5G coverage area, the device will switch to the Optus 4G Network depending on your device and location. You can check coverage here based on your address.
- **VoLTE/WiFi calling:** these plans are also eligible for Voice over LTE (VoLTE) and WiFi calling in certain areas and with compatible devices. For details, see our Customer Terms.

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 is $50 per month included in your monthly allowance on the Small, Medium and Large plans that can be used for calls to standard landline and mobile numbers to overseas destinations (SMS is not included in this allowance). If you happen to use all your allowance during a billing period, pay as you go rates will then apply. For pay as you go rates, see our Mobile Rates or give us a call.
- **International Roaming:** For eligible destinations, more information and rates, visit https://sthnphone.com/roaming. We will send you SMS notifications on usage within 48 hours of use. To switch between SMS or email alerts, contact us on +61396494918 (available between 8am - 9pm AEST, free of charge) or chat with us online. If you spend more than $500 on international roaming in one billing cycle, we’ll automatically suspend it to avoid further charges. If you need to change this, contact us.
- **Data:** All unused data for use in Australia (including Data Boosts) expires at the end of each billing period. Data is counted in kilobytes and includes uploads and downloads.
- Speed will vary depending on your device and location. 5G download speeds are capped at 100Mbps.

- **Data Boosts and additional data for use in Australia:** if you use more data than your monthly allowance (including Rollover Data), we'll automatically give you a 1GB Data Boost for $10, 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.

You'll need a compatible device

You can bring your own device (BYO) or you can purchase a device from us upfront. Device purchase options are detailed on our Mobile Phones page.

Exclusions

Monthly allowances exclude calls to directory assistance 1223 and 124YES, international call diversions, calls to premium numbers (e.g. 0055 calls and 19xx numbers), calls and SMS to satellite numbers, reverse call charges, third party content charges and any other calls and services that we decide are excluded. For rates, see our Mobile Rates.

Information about pricing

Billing and fees

Accounts are billed monthly in advance. Your first bill will include fees for the upcoming month and any partial amount for your first month. You can expect to receive that bill within 10 business days after we activate your service. Afterwards, bills will land monthly and include charges in advance for the minimum monthly fee, and in arrears for any usage not included in your plan. 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 a bill by the due date.	$10*

*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. 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.

• When you change plan, the data allowance of your new plan will apply, and any unused data allowance and Data Boosts will expire. You will still be charged for any Data Boosts on your old 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

Tracking your usage

We'll provide you with SMS alerts once you've reached approximately 50%, 85% and 100% of your included monthly data allowance. You can get details about your call and data usage by calling 13 14 64, or by visiting here. Usage alerts are not real time and there may be delays of up to 48 hours.

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: https://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: www.southernphone.com.au/About-Us/Policies