

INTERNET 4G PLANS CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION:

These plans are wireless broadband services supplied using Optus' 4G mobile network.

- Each plan has a monthly data allowance for use within Australia.
- Any unused data expires at the end of the monthly billing cycle.
- The data allowance is replenished each month at the commencement of the billing cycle.

SERVICE AVAILABILITY:

The installation address for the service must be in an area serviced by 4G LTE network. Availability for the service can be confirmed by emailing us at support@southcloud.online or by calling us on [1800 001 555](tel:1800001555).

COVERAGE:

4G speeds are only available when the Customer uses a 4G-ready modem in a 4G coverage area. When inside 4G coverage areas actual speeds vary due to factors such as location, distance from the base station, signal quality, local terrain, user numbers, hardware & software configuration and download source/upload destination.

SouthCloud® will work with you to give reasonable alternatives to better speeds and connections and it is up to you to identify the best supplementary needs and action them for yourself with help from SouthCloud®.

EQUIPMENT REQUIRED:

SouthCloud® offers a choice of compatible modems for this service. These modems are 4G LTE Wi-Fi enabled and will allow a connection to any wireless devices in your home. You cannot use a modem SouthCloud® does not sell or support as we will not be able to trouble shoot the modem if a fault arises.

MINIMUM TERM:

This plan is available on a month-to-month.

INFORMATION ABOUT PRICING

Note: all pricing GST Inclusive.

MINIMUM UPFRONT CHARGES:

The minimum cost is based on buying a modem with Self Installation and remaining for a one-month minimum contract period.

Plan	Monthly Charge	Included Data Allowance	Price per GB Monthly	Minimum Total Cost (1 month)
100GB	\$88.00	100GB	\$0.88	\$462.00 - Professional Install (1) \$395.95 - Self Install (2) \$165.00 - Disconnection (3)
150 GB with Static IP	\$126.50	150GB max	\$0.84	\$500.50 - Professional Install (1) \$434.45 - Self Install (2) \$165.00 - Disconnection (3)
200GB	\$99.00	200GB	\$0.50	\$473.00 - Professional Install (1) \$406.95 - Self Install (2) \$165.00 - Disconnection (3)
400GB	\$165.00	400GB	\$0.41	\$539.00 - Professional Install (1) \$472.95 - Self Install (2) \$165.00 - Disconnection (3)

1 - Price for professional installation. Fee includes modem, professional installation, and one-month plan deposit.

2 - Price for self-installation. Fee includes modem, modem pre-configuration, postage and one-month plan deposit.

3 - Disconnection Fee within 12 months.

EXCLUDED USAGE:

These plans exclude Excess Data. Our wireless broadband plans have a certain amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use more than the amount of Included Data, we will charge \$16.50 for a further 10GB. Each time you use all of your data inclusion we'll give you another 10GB for \$16.50 in multiple units of 10GB per up to a maximum of 50GB additional data on one account per monthly billing cycle, then you will be charged at the rate of \$16.50 per 1GB thereafter.

SELF-INSTALLATION:

If you request SouthCloud® to provide you with a self-install package the following fees will apply:

Hardware	Modem Cost	Modem pre-Config fee	Postage Fee	Total Cost
4G Wireless WIFI Modem	\$242.00	\$44.00	\$21.95	\$307.95

The costs above involve the supply and pre-configuring of the modem only. This does not include the Monthly recurring plan nor the upfront component of that plan (one-month deposit).

You will need to set the modem up and find the best possible location to position the modem within the premises in order to receive the best possible connection speeds. We will configure the modem so that it will work when you turn it on but a self-install means exactly that - you will be responsible for the connection of equipment, re-mapping internal networks and connecting the equipment to the modem. This price does not include a professional install of the modem. Once you have purchased and received a modem, any damage to the modem will be at your cost. We do not cover damage caused by lightning. Only failures under the manufacturer's warranty will be covered.

PROFESSIONAL INSTALLATION:

If you request SouthCloud® to install and configure your modem, the following fees will apply. This does not include the Monthly recurring plan nor the upfront component of that plan (one month deposit).

Hardware	Modem Cost	Professional Install Fee	Total Cost
4G Wireless WIFI Modem	\$242.00	\$132.00	\$374.00

DISCONNECTION FEE:

If you exit a month-to-month agreement during the first year of your service, you must pay a \$165.00 account keeping fee for ending your contract within the first 12 months of a start date due to SouthCloud® having to cancel your name on the contract and then placing the SIM card into a suspended state awaiting retrieval of the card.

RETURN OF SIM CARD ON CANCELLATION:

When your service is disconnected and cancelled, you must return the SIM card at your cost in a safe damage free container by registered post to P.O. Box 784 BOWRAL NSW 2576. A fee of **\$88.00** will be charged if the SIM card is lost or damaged in transit and if the goods have not been sent via registered post. An extra fee determined by SouthCloud® will be charged to conduct a site visit to your premises to retrieve the SIM card if it cannot be returned by you in a safe damage free container through the post.

RELOCATION:

If a SouthCloud® customer is moving from one premises to another and remaining with SouthCloud® then we can facilitate relocation with the charge of a small fee of \$66 to be applied to your account unless the customer requires an onsite visit by SouthCloud® Employees to assist with reconnection or the customer is changing technologies, i.e. from 4G to NBN or Direct Fibre.

PAYMENT:

The monthly charge is paid in advance. All charges must be paid by direct debit, credit card or manual payment plans approved by SouthCloud® Billing Team. Any manual payments will be collected via Stripe.

OTHER INFORMATION

FULL TERMS:

This information is a summary only. Visit www.southcloud.online for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

USAGE INFORMATION:

You can obtain information on your broadband usage by contacting customer support via [1800 001 555](tel:1800001555).

CUSTOMER SERVICE CONTACT DETAILS:

We are dedicated to excellence in servicing our customers. You can contact SouthCloud® Customer Support for support or billing assistance by emailing us at support@southcloud.online or by calling [1800 001 555](tel:1800001555).

DISPUTE RESOLUTION PROCESS:

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy at www.southcloud.online.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN:

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling [1800 062 058](tel:1800062058) or visiting the TIO website at www.tio.com.au/making-a-complaint.