

# Critical Information Summary

## Information about the service – 'yes' Business Broadband 2GB Plan



### Description of the Service

This is a Plan for a broadband service that is only available when you order IpPhone Premier. This plan includes a Data Allowance of 2GB.

### Bundling arrangements

You must keep a minimum of 2 IpPhone Premier services and the associated broadband service to retain the bundle monthly fee. You might also be able to get additional discounts if you have another Optus Service.

### Optus Phone and Broadband Availability

Optus Phone and Broadband services are not available in all areas or premises, or in NT and TAS.

The service offered will be determined by what is available at your location. There may also be technical or commercial reasons that affect the ability for us to connect a service at your address. To check your serviceability visit [optus.com.au/serviceabilitycheck](http://optus.com.au/serviceabilitycheck)

### Plan Usage

This plan includes a Data Allowance of 2GB.

### Minimum Term

You can get this plan on a month-to-month contract.

### System requirements

To use the Optus Broadband Service you need to make sure your computer is compatible. Please see [optus.com.au/systemcompatible](http://optus.com.au/systemcompatible)

### Small and Medium Business Eligibility

To be eligible for this plan you or your business must provide us with a registered ABN, ARBN, or ACN.

### Mandatory goods

You need an Integrated Access Device (IAD) to use this service. The IAD must be purchased from us. See the Critical Information Summaries for IpPhone Premier Office Phone plans for further details about the IAD. Please ensure you inform us if you use equipment such as disability or medical services or back-to-base alarm. Some equipment may require an alternative service or additional equipment. We will tell you if we are not able to support the equipment.

### Special Promotions and Bolt-ons

This summary doesn't include any special promotions or extra value added services (bolt-ons) that you select whilst you have this Plan.

### Optus Internet Acceptable Use policy

The Optus Internet Acceptable Use policy sets out the rules and guidelines relating to your use of the Internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other Internet users. It also applies to 'unreasonable' and 'unacceptable' uses of this plan. For further details go to [optus.com.au/acceptableuse](http://optus.com.au/acceptableuse)

## Information about pricing

### Minimum monthly charge

\$0 per month.

### Cancellation fees

There is no cancellation fee applicable for this plan.

### Plan changes

If you change your plan during your contract term a fee may apply. Contact Customer Service if you would like further information.

### Data charges

Your data usage includes both uploads and downloads. The cost of 1MB of data within your Included Data Allowance is 0c.

Data used to transmit and receive phone calls from the IpPhone Premier service is not counted towards your Included Data Allowance.

After you've used your Included Data Allowance, the broadband service is speed limited to 128kbps until the end of your billing month. There is no additional charge for data used after exceeding your Included Data Allowance.

Any data you don't use during the month is forfeited.

### Non-Direct Debit fee

A \$2.20 fee will be charged each month if you choose not to pay your service by direct debit. To set-up direct debit go to [optus.com.au/myaccount](http://optus.com.au/myaccount). Non-Direct Debit fees only apply once per account.

### Paper invoice fee

A \$2.20 paper invoice fee will be charged each month if you choose to receive a paper bill. For online billing or to request an email bill go to [optus.com.au/myaccount](http://optus.com.au/myaccount). Paper invoice fees only apply once per account.

### Payment processing fee

If you pay by BPay savings or direct debit from a bank account, there are no processing fees. A processing fee applies to payments made by credit or charge card and if you pay at Australia Post. For details go to [optus.com.au/payments](http://optus.com.au/payments)

# Other information

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## Tracking your spend

You can monitor your unbilled data usage by visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

## Customer Service

You can call **133 343** for assistance on your account balance, usage status, payment details and other information at any time.

For other assistance and account information, see [optus.com.au/customerhelp](https://optus.com.au/customerhelp)

## Customer complaints

You can contact our complaint resolution area by calling us on **133 343**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only – the full Terms and Conditions for this plan can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)