

\$22 IpPHONE PLAN (PURCHASED FROM 30/12/2014)

INFORMATION ABOUT THE SERVICE

Description of the Service

This is an Office Telephone Service which includes the following benefits for use within Australia:

> Unlimited IpPhone Premier to IpPhone Premier calls

Optus Phone and Broadband Availability

Optus IpPhone Premier and Broadband services are not available in all areas or in all premises. The service offered will be determined by what is available at your location. There may also be technical or commercial reasons that affect our ability to connect a service at your address. To check your serviceability visit optus.com.au/serviceabilitycheck

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.

Bundling arrangements

You must keep a minimum of 2 IpPhone Premier services (on any IpPhone Premier plan) and the associated Optus Broadband Service to retain this service and rates. You might also be able to get additional discounts if you have another Optus Service.

Minimum Term

You can get this plan on a 24 month or 36 month contract.

The Minimum Total Cost for 2 services on this plan is **\$1,555** (including **\$499** for an Integrated Access Device) on a 24 month contract and **\$1,584** on a 36 month contract.

USAGE TYPES	AMOUNT (INC. GST)	INCLUDED IN YOUR MONTHLY FEE?
USAGE TYPES IN AUSTRALIA:		
IpPhone Premier to IpPhone Premier calls	Unlimited – rates do not apply	✓
Standard calls to Optus Mobiles	20c per minute plus 45c flagfall (\$2 maximum for first 1 hour, then standard rates apply)	✗
Standard calls to other Australian mobiles	20c per minute plus 45c flagfall (\$2 maximum for first 1 hour, then standard rates apply)	✗
Standard local calls	30c per call	✗
Standard national calls	20c per minute plus 45c flagfall (\$2 maximum for first 1 hour, then standard rates apply)	✗
Calls to 13/1300 numbers	35c per call	✗
Voicemail Service	\$3.00 per month	✗
Voicemail retrievals from service	Standard local call rates apply	✗
CHARGES TO INTERNATIONAL NUMBERS:		
International calls	Worldsaver Rates Apply. See optus.com.au/worldsaver	✗

> Charges for other usage types can be found at optus.com.au/standardagreements

Equipment Needs

You need telephone handsets and an Integrated Access Device (IAD) to use this service. The IAD must be purchased from us for \$499 on a 24 month contract or we will provide it to you for no additional cost on a 36 month contract. 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 Value Added Services

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

Optus Local and Long Distance Fair Go™ policy

The Optus Local and Long Distance Fair Go™ policy applies to 'unreasonable use' and 'excessive use' of this plan. For further details go to optus.com.au/phonefairgo

INFORMATION ABOUT PRICING

Minimum monthly charge

\$22 per month per service.

Upfront Fees

If you take a 36 month contract, there are no upfront fees. On the 24 month contract there is a **\$499** IAD fee. If you need an Optus technician to complete the transfer of your numbers this will cost **\$299** per site. Each site can have up to 6 IpPhone Premier numbers. If you choose to get a new Optus number you will receive one **\$25** upfront credit per number.

Cancellation fees

The maximum cancellation fee for the IpPhone Premier Service is **\$200** per service on both the 24 and 36 month contracts. This fee will decrease during your contract period.

Plan changes

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

OTHER INFORMATION

Tracking your spend

You may be able to track your phone unbilled usage by visiting optus.com.au/myaccount. If you are unable to do this you can contact our Customer Service team for information on your usage status.

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

Mobile calls

A standard national call to any Australian mobile for 2 minutes including flagfall costs 85c.

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

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

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

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**.