Critical information summary

$80 Plan – Month-to-month
Plan ID: 604212, 604225, 604248

Information about the service

Description of the service
This bundle is for Fixed Telephone and Broadband services and may be supplied using Optus Cable, nbn™ or Optus Direct Service (LAD/ADSL 2+) networks.

This bundle includes the following monthly benefits:
• Unlimited broadband data allowance
• Fetch including one Premium Channel Pack per month
• A home phone line
• Optus Sport subscription

Fetch is only for residential purposes, so cannot be used for commercial purposes. Optus will terminate the Fetch service if it is used for commercial purposes. Fetch usage is only zero rated if connected using an Optus Broadband service.

Optus $80 plan availability
Optus Phone and Broadband services are not available in all areas or to all premises. The broadband service offered will be determined by what is available at your location.

Optus Phone and Broadband services are only available at premises which can be physically connected to the Optus Network (or, in the case of Optus nbn™ where connection will be possible within three months based on rollout information provided by the nbn™ which is subject to change).

There may be technical or commercial reasons that affect our ability to connect a service at your address. Until Optus successfully installs your service we cannot guarantee that the service can be installed at your address. To check your serviceability and find out what kind of Optus Broadband is available at your address visit optus.com.au/serviceabilitycheck

Usage types

| Calls to Optus Mobiles | 28c per minute plus 52c flagfall ($2 max for first 60 mins, then standard rates apply) |
| Standard calls to other Australian mobiles | 28c per minute plus 52c flagfall ($2 max for first 60 mins, then standard rates apply) |

Available bolt-on:

| Unlimited Australian mobile calls | $5 per month. See optus.com.au/shop/broadband/home-broadband/plans |
| Standard calls to national fixed lines | 28c per minute plus 52c flagfall ($2 max for first 60 mins, then standard rates apply) |
| Standard calls to local fixed lines | 30c per call |

Available bolt-on:

| Unlimited local and national calls | $5 per month. See optus.com.au/shop/broadband/home-broadband/plans |
| Community calls | 30c per call |
| Calls to 13/1300 numbers | 35c per call |
| Voicemail service: including deposits and retrievals | Unlimited – rates do not apply |

Charges to international numbers:

| International calls | WorldSaver rates apply plus 52c flagfall. See optus.com.au/worldsaver |

Available bolt-on:

| International bolt-on available | $10 per month. See optus.com.au/shop/broadband/home-broadband/plans |

Data usage:

| Monthly data allowance | Unlimited |

You must maintain both your Phone and Broadband services with Optus and pre select Optus as both your local and long distance carrier. If you cancel or port a service away, remaining services will become ineligible for this plan and we will move them to the closest alternative of our in-market stand-alone plans (which may be more expensive).

Minimum term
New and existing customers can only get this plan on a month-to-month. The minimum total cost is $280 including a $200 start-up fee, when you pay by direct debit.

Equipment needs
You need a compatible telephone handset and broadband modem to use this service. The modem must be an Optus approved device. If you are a new Optus Broadband customer we will provide you with a WiFi modem at no additional cost.

Please let us know if you use equipment such as disability or medical services or a 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.

Fetch
New customers will receive a 3rd Generation set-top box (STB) (or any latest version when available). Fetch requires an active fixed Internet connection and download speed of at least 3Mbps, widescreen TV and external TV antenna connection. Video content quality can be affected by equipment location and network congestion.

System requirements
To use the Optus Broadband service you need to ensure your computer is compatible. Please see optus.com.au/systemcompatible

Charges for other usage types can be found at optus.com.au/standardagreements
Optus Fair Go Policy
The Fair Go Policy ensures that all our customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unsatisfactory', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan. The policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy, as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies. You can find the policy at optus.com.au/fairgo

Installation
Optus reserves the right to charge for non-standard installations. You must obtain permission from the owner of the property, if that’s not you, to have Optus Broadband installed, and have someone over 18 years of age in attendance at the

Information about pricing
Plan fees

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<th>Minimum term</th>
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<th>Start-up fee</th>
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<th>Transferring an existing number</th>
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<td>Month-to-month</td>
<td>$80</td>
<td>$200</td>
<td>N/A</td>
<td>Included</td>
<td>Included</td>
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Additional fees may apply for a first time nbn™ connection to dwellings in new developments, for additional lines or for non-standard installations.

Special promotions and value added services
You may be eligible for additional discounts if you have additional Optus services. This summary doesn’t include any of the discounts, special promotions or other value added services (bolt-ons) available with this plan that you may select.

Minimum monthly charge
$80 per month when you pay by direct debit.

nbn™ speed
For customers connecting to this plan on the nbn™ the default speed included is Speed Pack 2. Speed Pack 3 is available for $0 per month and Speed Pack 4 is available for $20 per month. More information about Optus’ nbn™ speeds is available at optus.com.au/shop/broadband/home-broadband/nbn-speed-packs

Cancellation fees
There are no cancellation fees for this bundle.

Mobile calls
A standard national call to any Australian mobile for 2 minutes including flagfall would cost $1.08.

Plan changes
There is no early recontract fee for customers on month-to-month plans – customers are free to change their plan at any time. Contact Customer Service if you would like further information.

Non-direct debit fee
A $2.20 fee will be charged each month if you choose not to pay your bill by direct debit. To set-up direct debit go to optus.com.au/myaccount

Exception: For payments made by credit, debit, charge or prepaid cards, the non-direct debit fee will not apply.

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 or credit card, there are no processing fees. A processing fee applies to non-direct debit payments made by credit or charge card and/or if you pay at Australia Post. For details go to optus.com.au/payments

Other information
Changing the access method
We may change the access method for your service for the remainder of your minimum term and move you to:
• A new plan that is reasonably comparable with your current plan; or
• An alternative plan, but only if we take reasonable steps to address any detrimental impact that the change may have on you that is not minor.

If we change your access method, you must provide all reasonable assistance to enable the change to be implemented, including access to your premises and equipment. Unless otherwise agreed with you, we will not charge you for installing or equipment we supply to you to use with the changed access method. Alternatively, we may ask you to change your access method during your minimum term even if the change may have a detrimental impact on you that is more than minor. If you refuse our request, we may cancel the service by giving you at least 90 days’ notice. If the service is cancelled, you will be liable for charges incurred up to cancellation including any balance for devices purchased on Pay Over Time (POT), but you will not be liable for any cancellation fee or other outstanding equipment charges.

We will contact you to discuss the details of any changes we plan to make to your access method prior to making the change.

Customer Service
You can call 133 937 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

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 complaints
You can contact our complaint resolution area by calling us on 133 937. 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.

Priority Assistance
We do not offer Priority Assistance. Telstra is a provider who does.

This is a summary only – the full Terms and Conditions for this plan can be found at optus.com.au/standardagreements 1600994_CIS_BU_Plan_M2M_0918