$80 My Basics Bundle – 24-month Contract

$60 My Basics Bundle when bundled with an eligible Optus Mobile (Optus Cable, nbn™ or Optus Direct Service Networks)

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 standard calls to local fixed lines (excludes 13/1300 numbers)
- Unlimited broadband data allowance

Optus My Basics Bundle 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/shop/broadband/home-broadband

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 24-month contract. The minimum total cost is $1,920 (Optus nbn™ & Cable) or $2,045 (ADSL) includes $125 start-up fee when you pay by direct debit and don’t bundle with an eligible Optus Mobile ($2,160 (Optus nbn™, where connection will be possible within three months based on rollout information provided by the nbn™ which is subject to change).

Installation
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.

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 ‘unacceptable’, 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

Applicable dates
This information is current as at 16 May 2019.

Usage types

<table>
<thead>
<tr>
<th>Usage types</th>
<th>Amount (inc. GST)</th>
<th>Included in your plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard calls to Australian mobiles and national fixed lines</td>
<td>20c per minute plus 45c flagfall ($2 max for first 60 mins, then standard rates apply) From 21 May: 28c per minute plus 52c flagfall ($2 max for first 60 mins, then standard rates apply)</td>
<td>×</td>
</tr>
<tr>
<td>Standard calls to local fixed lines</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
<tr>
<td>Community calls</td>
<td>30c per call</td>
<td>✓</td>
</tr>
<tr>
<td>Calls to 13/1300 numbers</td>
<td>35c per call</td>
<td>×</td>
</tr>
<tr>
<td>Voicemail service</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
<tr>
<td>Voicemail deposits</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
<tr>
<td>Voicemail retrievals</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
</tbody>
</table>

Charges to international numbers:

| International calls | WorldSaver rates apply (From 21 May: Plus 52c flagfall.) See optus.com.au/worldsaver | × |

Data usage:

| Monthly Data Allowance | Unlimited | ✓ |

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

Critical information summary

$80 My Basics Bundle when bundled with an eligible Optus Mobile (Optus Cable, nbn™ or Optus Direct Service Networks)

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 standard calls to local fixed lines (excludes 13/1300 numbers)
- Unlimited broadband data allowance

Optus My Basics Bundle 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/shop/broadband/home-broadband

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 24-month contract. The minimum total cost is $1,920 (Optus nbn™ & Cable) or $2,045 (ADSL) includes $125 start-up fee when you pay by direct debit and don’t bundle with an eligible Optus Mobile ($2,160 (Optus nbn™, where connection will be possible within three months based on rollout information provided by the nbn™ which is subject to change).

Installation
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.

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 ‘unacceptable’, 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

Applicable dates
This information is current as at 16 May 2019.

Usage types

<table>
<thead>
<tr>
<th>Usage types</th>
<th>Amount (inc. GST)</th>
<th>Included in your plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard calls to Australian mobiles and national fixed lines</td>
<td>20c per minute plus 45c flagfall ($2 max for first 60 mins, then standard rates apply) From 21 May: 28c per minute plus 52c flagfall ($2 max for first 60 mins, then standard rates apply)</td>
<td>×</td>
</tr>
<tr>
<td>Standard calls to local fixed lines</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
<tr>
<td>Community calls</td>
<td>30c per call</td>
<td>✓</td>
</tr>
<tr>
<td>Calls to 13/1300 numbers</td>
<td>35c per call</td>
<td>×</td>
</tr>
<tr>
<td>Voicemail service</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
<tr>
<td>Voicemail deposits</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
<tr>
<td>Voicemail retrievals</td>
<td>Unlimited – rates do not apply</td>
<td>✓</td>
</tr>
</tbody>
</table>

Charges to international numbers:

| International calls | WorldSaver rates apply (From 21 May: Plus 52c flagfall.) See optus.com.au/worldsaver | × |

Data usage:

| Monthly Data Allowance | Unlimited | ✓ |

Charges for other usage types can be found at optus.com.au/standardagreements
a technician to install the service and nbn™ customers may need two technicians (one Optus, one nbn™) to install the service. For nbn™ services, if you’re in a new development and not already connected to the nbn™, nbn™ Co may charge $300 to connect your premises to the nbn™. If applicable, we will bill that charge to you.

By accepting the benefits of this bundled offer, the connection date for your phone that you agree to will likely be longer than the maximum time frame in the Customer Service Guarantee (CSG). Apart from this, any other rights you have under the CSG still apply. For more information, see optus.com.au/yourCSG.

### Information about pricing

<table>
<thead>
<tr>
<th></th>
<th>Plan fees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minimum term</td>
</tr>
<tr>
<td>24-month Contract</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>24-month Contract</td>
</tr>
</tbody>
</table>

#### Minimum monthly charge
$80 per month when you pay by direct debit and don’t bundle with an eligible Optus Postpaid Mobile.

#### nbn™ speed
For customers connecting to this plan on the nbn™ the default speed included is Speed Pack 1. Other speed packs are available including Speed Pack 2 for an extra $10 per month, Speed Pack 3 for an extra $20 per month and Speed Pack 4 for an extra $30 per month. More information about Optus’ nbn™ speeds is available at optus.com.au/shop/broadband/home-broadband/nbn-speed-packs.

#### $20 bundle discount
If applicable, one $20 monthly discount applies per eligible broadband and Postpaid mobile bundle. If you become ineligible for the discount, it will be removed without notice. Not available in conjunction with any other bundle discount offer. For existing customers any existing bundle discounts will be removed when taking up this offer. The bundled mobile and broadband services must be at the same billing address in the same name.

#### Cancellation fees
The maximum cancellation fee for this bundle is $375 ($75 for the phone service and $300 for the Broadband service) on Optus Cable or Optus Direct Service Networks. The maximum cancellation fee for this bundle is $500 ($200 for the phone service and $300 for the Broadband service) for nbn™. When you recontract, the maximum cancellation fee for this bundle is $100. Cancellation fees decrease during your contract period.

#### Mobile calls
A standard national call to any Australian mobile for 2 minutes including flagfall would cost $0.85.

#### Plan changes
You can change your plan during your contract term but an Early Recontract Fee of $80 applies and new 24-month contract will start. 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. Exception is Non-direct debit made through cards (credit cards, debit cards, charge cards and prepaid cards), no fee is charged (though processing fee will apply). To set-up direct debit go to optus.com.au/myaccount.

### 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, but you will not be liable for any cancellation fee or 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.