

## Critical information summary

# \$80 Home Wireless Broadband - 200GB

Plan ID: 604151

## Information about the Service

### Description of the Service

This is a Postpaid Home Wireless Broadband Service which includes a Data Allowance of 200GB for use within Australia which is supplied using the Optus 4G Plus network.

### Minimum Term

You can get this plan on a month-to-month, 12 month or 24 month contract. If your equipment is being delivered to you, there may be a delivery fee of \$9.95 per device.

Minimum Total Cost	Month to month contract	12 month contract	24 month contract
<b>Minimum total cost</b> (when you pay by direct debit, including start-up fees)	\$80 \$320 in the first month (includes modem cost)	\$1,080	\$1,920
<b>Modem Cost</b> (included in minimum total cost)	\$240 once-off fee	\$10 per month	\$0 upfront

Plan Usage Types	Amount (inc. GST)
<b>Data used in Australia:</b> Monthly Included Data Allowance	200GB
<b>Things you will be charged for:</b> Additional Data Within Australia	If you use more than your included data during your billing month we'll automatically give you another 10GB for \$10. Each time you use all of your data inclusion we'll give you another 10GB for \$10, up to a maximum of 50GB additional data on one account per month.

Note that once your data usage reaches 250GB, you will not be charged but the service will be slowed to 256 Kbps until your next bill cycle. Any unused data allowance does not roll over.

Other charges can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

### Serviceability and Speed

The Home Wireless Broadband Service is only available in selected areas on the Optus 4G Plus network with the modem supplied by Optus. There may also be technical or commercial reasons that affect your ability to access the service at your address.

The service cannot be used overseas. To check your serviceability visit [optus.com.au/homewireless](https://optus.com.au/homewireless). There is a limit of 2 Home Wireless Broadband services per customer. We recommend that you position your modem close to a window to maximise signal strength.

Whilst the Home Wireless Broadband service uses our 4G network, it is designed to be used in the home and its data speeds are different to mobile and mobile broadband speeds on our 4G network. In metropolitan areas where there is 2300 MHz coverage at your nominated address, download and upload speeds of up to 12/1Mbps are available. If 2300 MHz coverage is not available at your nominated address, download and upload speeds of up to 5/1 Mbps are available.

Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

### Bundling arrangements

You don't need to bundle this plan with any other Optus service. However, you might be able to get additional discounts if you have another Optus Service.

### \$20 Bundle Discount

If you also an eligible postpaid mobile service, you'll receive one \$20 monthly discount on your bill. 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 home wireless broadband services must be at the same billing address in the same name.

### Equipment Needs

You need a compatible modem fitted with a 4G SIM to use this service. Optus will supply the modem and SIM. You can pay for the modem upfront in the first month on a month to month plan, in 12 monthly repayments on a 12 month contract or at no additional cost on a 24 month contract. The SIM supplied with the modem must not be removed from the modem and will not work in any other device.

### Special Promotions and Bolt-ons

This summary excludes any special promotions or extra value added services (bolt-ons) that may be associated with your plan or added by you after your contract commences.

### Fair Go policy

The purpose of our Fair Go Policy is to ensure 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 Fair Go 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.

For more information see [optus.com.au/fairgo](https://optus.com.au/fairgo)

## Information about pricing

### Minimum monthly charge

\$80 per month

### Cancellation fees

The maximum cancellation fee is **\$262** on a 24 month contract and **\$154** on a 12 month contract. The fee will decrease during your contract term. If you cancel your plan you'll also have to pay any remaining payments for your modem if you have chosen a repayment option. If you receive a monthly device credit, you will no longer be entitled to the credit and you'll have to pay the remaining modem payments in full. There are no cancellation fees for the month-to-month plan.

### Data Usage

Data will be counted in kilobytes, and includes both uploads and downloads. The cost of 1MB of data within your Included Data Allowance is **\$0.0004/MB**. If you use more than your included data during your billing month we'll automatically give you another 10GB for \$10. Each time you use all of your data inclusion we'll give you another 10GB for \$10, up to a maximum of 50GB additional data on one account per month. Once your data usage reaches 250GB, the service will be slowed to 256Kbps until your next bill cycle.

### Paper invoice fee

A **\$2.20** fee will be charged each month if you choose to receive a paper bill. To see your bills online, or request email billing go to [optus.com.au/myaccount](https://optus.com.au/myaccount)

### Payment processing fee

If you don't pay by direct debit (bank account or credit card) or BPay savings, a payment processing fee will apply. For details go to [optus.com.au/payments](https://optus.com.au/payments)

### Late Payment fee

If you don't pay your bill by its due date we may charge you a late fee. For more information please see the Optus Standard Form of Agreement.

### Non-Direct Debit fee

A **\$2.20** fee will be charged each month if you choose not to pay your service by direct debit.

Note: Either the Non-Direct Debit or Paper invoice fee applies, not both.

To set-up direct debit go to [optus.com.au/myaccount](https://optus.com.au/myaccount)

## Other information

### Tracking your spend

We'll provide you with email usage alerts once you've reached approximately:

- 50%, 85% and 100% of your Included Data
- 85% and 100% of each 10GB of Additional Data

You can also monitor your unbilled usage with these options:

- Visit My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

For more information about usage alerts, see [optus.com.au/alerts](https://optus.com.au/alerts)

### Relocating to another service address

If you relocate to another service address you should contact us to discuss your options for continuing to access the service at your new address, as the service may not be available at your new address at all, or you may need to access a broadband service via a different access method. To check your serviceability at your new address, visit [optus.com.au/homewireless](https://optus.com.au/homewireless)

If you relocate we may change the access method for your broadband 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.

### Customer service

You can call 133 937 for assistance on your account balance, usage status, payment details and other information. 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 **133 937** for consumer customers or **133 343** for small business customers. 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**.