

## Critical information summary

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.

# Phone Plans

Plan ID: 33329663/33329673

## Information about the Service

### Description of the Service

These plans are Fixed Telephone services which may be supplied using Optus Cable, nbn™ or Optus Direct Service (LAD) networks. These plans are optional and only available when bundling with an eligible Fixed Broadband plan.

Plan	Phone Lite	Phone Everyday 10
Minimum Monthly Charge Minimum term one month	\$0/mth	\$10/mth
Standard calls local and community fixed lines	30c per call	Unlimited
Standard calls to Australian mobiles & national fixed lines	28c per min + 52c Flagfall (\$2 max for first 60 mins, then standard rates apply)	Unlimited
Calls to 13/1300 numbers	35c per call	35c per call
International calls	WorldSaver rates apply. See <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a> + 52c Flagfall	WorldSaver rates apply. See <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a> + 52c Flagfall
Start-up fee	\$0	\$0
Cancellation fee	\$0	\$0
Minimum total cost	\$0 (usage charged 'pay as you go')	\$10 (when you pay by direct debit)

Charges for other usage types can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

### Optus Phone availability

Optus phone services are not available in all areas or premises. The phone service offered will be determined by what is available at your location. You must preselect Optus as both your local and long-distance carrier. 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/shop/home-phone/plans](https://optus.com.au/shop/home-phone/plans)

### Minimum term

These are month-to-month plans.

### Mobile calls

On the Phone Lite plan, a standard national call to any Australian mobile for 2 minutes including flagfall would cost \$1.08.

### Equipment needs

You need a compatible telephone handset to use these plans. **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.** If you have received delivery of your Optus self-installation kit and you do not self-install your Optus equipment within five working days of your Optus nbn™ connection date, we will automatically activate your connection and begin billing you. If you are transferring existing services to Optus nbn™, this may result in the disconnection of those services. If you require assistance to connect, contact us at [optus.com.au/notices/service-chat](https://optus.com.au/notices/service-chat)

### Exclusions and conditions

For Phone Everyday 10, 'Unlimited' calls to standard national numbers, Australian mobiles and national fixed lines exclude special numbers such as 13/1300 numbers, premium numbers (e.g. 1900 numbers), 1234, 12456 and calls to satellite or international numbers.

### 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 these plans.

Entertainment options may be available and charges may apply depending on your plan. By signing up to an entertainment option, you agree that it is subject to change at any time. We will try to give you at least 21 days' prior notice of a change, however, this does not entitle you to terminate your plan. Entertainment options can be cancelled at any time; you just pay for these charges until the end of that billing month.

### Fair Go Policy

Our Fair Go Policy applies to this plan. Its purpose 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. It 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](https://optus.com.au/fairgo)

## Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

### Cancellation fee

There is no cancellation fee on these plans. If you cancel you'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions, incurred up to the end of the bill cycle in which the service was cancelled.

### Plan changes

You can change your plan to another eligible phone plan (if available) once per billing month. 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](https://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](https://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](https://optus.com.au/payments)

## Other information

### Tracking your spend

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

### 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. If we are upgrading you to Optus **nbn**<sup>™</sup>, by entering into this agreement you are giving your consent for NBN Co. to install their equipment required to connect you to their network. 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](https://optus.com.au/customerhelp)

### 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.