

Critical information summary

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

Optus Internet Ultimate 100

Plan ID: 33500913

Information about the Service

Description of the Service

This plan is for a stand-alone Fixed Broadband service supplied using the Optus nbn™ network. The Optus Internet Ultimate plan comes included with Optus WiFi Secure™, as well as the option of bundling a Fixed Telephone and/or Fetch services. See "Optional Phone Plans" (page 3) and "Fetch" (page 1) sections for more information.

Plan	
Minimum Monthly Charge	\$105/mth
Minimum term	Month-to-month
Monthly data allowance	Unlimited
Start-up fee	\$99 Additional fees may apply for a first time nbn™ connection to dwellings in new developments, for additional lines or for non-standard installations.
Modem charges	\$252 Optus will cover the cost of the modem if you remain connected for 36 months (i.e. \$7/mth over 36 months).
Optus Ultra WiFi Booster charges	\$216 Optus will cover the cost of the first Booster if you remain connected for 36 months (i.e. \$6/mth over 36 months).
Cancellation fee	There is no cancellation fee for this plan. If you cancel before expiry of any Device Payment Plan term, you will need to pay out the full remaining cost of the device, which will include any monthly device credit or subsidy that Optus was going to cover, plus, all charges incurred up until the date of cancellation.
Minimum total cost	\$672 (includes \$99 start-up fee, \$252 modem cost, \$216 Optus Ultra WiFi Booster cost and one month of plan fee) (when you pay by direct debit)

Optus Internet Ultimate 100 availability

Optus 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 Broadband services are only available at premises which can be physically connected to the Optus Network (and 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

Equipment needs and Device Payment Plans

You need a compatible 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 on a Device Payment Plan. You will also be supplied with an Optus Ultra WiFi Booster on a Device Payment Plan. The cost of the modem and first booster will be \$0 if you remain connected for 36 months as part of the Device Payment Plan (during which your device repayments will be reduced by a prorated, monthly credit). You may purchase up to 2 additional Optus Ultra WiFi Boosters which can be paid outright or over time on a Device Payment Plan term of 12, 24 or 36 months (as selected by you). There is no monthly device credit applicable to additional boosters.

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the nbn or 4G backup service and are not tested by us or supported on Optus nbn. You should contact your device supplier to find out if your device will work before connecting to the nbn network.

For information about products and services we offer for customers with different disabilities, please see optus.com.au/about/inclusion-diversity/differing-abilities/disability-services

System requirements

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

Optus WiFi Secure™

This plan includes an Optus WiFi Secure™ month-to-month subscription at no additional charge. You may remove or add it as you wish. Optus WiFi Secure™ will only work if you have a compatible Optus supplied modem. You must always use the compatible modem we provide to you to ensure that the service continues to work.

Fetch

You have the option at point of sale or at any time after to add up to three Fetch Mini or Fetch Mighty Set-top Boxes (STBs) to your Optus Internet Ultimate 100 plan on a month-to-month basis. Pricing for Fetch Mini and Fetch Mighty STBs on this plan are as follows:

- Fetch Mini (first) – \$5 per month (\$10 charge with a \$5 credit)
- Fetch Mini (each additional) – \$10 per month
- Fetch Mighty – \$15 per month

Fetch requires an active fixed Internet connection and download speed of at least 3.5Mbps, widescreen TV and external TV antenna connection. Video content quality can be affected by equipment, content, location and network congestion. Channels and content subject to change. Optus owns the STB and you must return it if your Fetch service is cancelled. If you cancel your Fixed Broadband service, you have the option to retain your Fetch service as a stand-alone service. However, you will forfeit any monthly Fetch credit Optus was providing as part of your plan.

The following fees will apply if an STB is not returned within 30 days of your Fetch service cancellation: \$150 for a Fetch Mini and \$250 for a Fetch Mighty STB.

For more information on Fetch, please see optus.com.au/fetch



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 appointment. **nbn™** customers may need two technicians (one Optus, one **nbn™**) to install the service. 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.

If you are an Optus **nbn™** customer, Optus will send you an Optus self-installation kit. Installation fees may apply if you request a technician installation where a self-install option is available. If you require assistance to connect, contact us at yesopt.us/chat2us

Optus is required by law to confirm your **nbn™** service is working. We may not be able to confirm this if you do not use the modem that Optus supplies you. You need to tell Optus of any issues you have with your **nbn™** service before we can rectify them. Billing will be activated once we confirm your service is **nbn™** operational.

nbn™ FTTC and HFC: If you are an Optus **nbn™** FTTC customer and fail to plug in the equipment within 30 working days from nbn equipment delivery date, NBN Co may cancel your order.

Fair Go Policy

Our Fair Go Policy applies to this plan. Its purpose is to ensure 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 your data, 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

nbn™ speed

For customers connecting to this plan on the **nbn™** the default speed included is 'Premium Evening Speed'. Changing to a higher speed pack is available for this plan. Information about **nbn™** speeds is available at optus.com.au/shop/broadband/home-broadband/nbn-speed-packs FTTN, FTTB and FTTC maximum line speeds will be confirmed after activation. Typical Evening Speeds/Typical Busy Period Speeds are based on customer averages and are not a guaranteed minimum.

More about broadband speeds

There is a wide range of things that can impact the internet speeds you actually experience, and this can vary greatly between different homes. For more info, go to optus.com.au/broadband-nbn/home-broadband/internet-speeds

Optus Sport

This plan includes an Optus Sport subscription at no additional charge. Optus Sport is for personal viewing in Australia only. Content and features vary by device and are subject to change without notice. Sport coverage is available as long as Optus has the rights. We may cancel or withdraw Optus Sport at any time with 21 days' notice.

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 plan.

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.

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.

Plan changes

You can change your plan to an eligible Fixed Broadband plan (if available) once per billing month. If you have an Optus email address and change from a Fixed Broadband plan to a stand-alone Fixed Phone plan, your Optus email address will be disconnected as a result. Contact Customer Service if you would like further information.

Bill payment charges

This table below outlines any additional charges that may apply when paying your bill. Selecting Direct Debit as your payment method will avoid any additional payment charges.

Payment by direct debit	No charge
Non-direct debit payment by credit, debit or charge card	Incurs a 0.427% fee per payment
BPAY payments	\$2.20 per payment (non-direct debit fee)
Payments in-person at Australia Post	\$3.95 per payment (\$1.75 Processing fee + \$2.20 Non-direct debit fee)
Electronic copy of your bill	No charge
Paper copy of your bill	\$2.20 per bill

For more details on methods to pay your bill visit optus.com.au/payments

Relocation fee

Relocation fees may apply depending on circumstances, e.g. Truck roll.

Other information

Changing your 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™**, 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.

Tracking your spend

You can view your billing information by visiting My Account at optus.com.au/myaccount

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

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.

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

33500913 Optus Internet Ultimate 100

17878 (3/21)

Critical information summary

Optional 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 and 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 optus.com.au/worldsaver + 52c Flagfall	WorldSaver rates apply. See optus.com.au/worldsaver + 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

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

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. This service may not be suitable if you have a serious illness or condition and require an uninterrupted telephone line on an uninterrupted power supply. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the service. You should contact your device supplier to find out if your device will work before connecting to the nbn network.

For information about products and services we offer for customers with different disabilities, please see optus.com.au/about/inclusion-diversity/differing-abilities/disability-services

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

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

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 date 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.

Bill payment charges

This table below outlines any additional charges that may apply when paying your bill. Selecting Direct Debit as your payment method will avoid any additional payment charges.

Payment by direct debit	No charge
Non-direct debit payment by credit, debit or charge card	Incurs a 0.427% fee per payment
BPAY payments	\$2.20 per payment (non-direct debit fee)
Payments in-person at Australia Post	\$3.95 per payment (\$1.75 Processing fee + \$2.20 Non-direct debit fee)
Electronic copy of your bill	No charge
Paper copy of your bill	\$2.20 per bill

For more details on methods to pay your bill visit 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. If you are unable to do this you can contact our Customer Service team for information on your usage status.

Changing the access method

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- 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™, 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

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.

Customer Service Guarantee (CSG)

By accepting the benefits of this offer, the connection date for your phone will likely be longer than the maximum timeframe in the CSG. Apart from this, any other rights you have under the CSG still apply. For more information, see optus.com.au/yourCSG