

## Critical information summary

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

# \$75 Optus 4G Internet Everyday

Plan ID: 34736764

## Information about the Service

### Description of the Service

This plan is for a stand-alone 4G Internet service which includes a monthly data allowance for use within Australia. 4G Internet services use the same mobile towers your mobile phone does to deliver a 4G internet connection to your premises. It is an alternative to more 'traditional' internet connections like ADSL or nbn™.

Plan	\$75
Plan ID	34736764
Minimum term	This plan is available as a month-to-month or 24-month contract plan
Minimum monthly charge	\$75/mth
Data	500GB
Cost of 1MB data	\$0.0002
Minimum total cost on 24-month plan Does not include any additional device repayments (if applicable)	\$1,800 (when you pay by direct debit)
Minimum total cost on month-to-month plan Does not include any additional device repayments (if applicable)	\$75 (when you pay by direct debit)

### Eligibility

Optus 4G Internet plans are available to new and recontracting services. Eligible customers may change rate plans to these plans – see 'Plan Changes' section.

### Equipment needs

This plan can only be used with the Optus-supplied modem. If you're on a 24-month Optus 4G Internet plan, you will be provided with the Optus modem and your device repayments will be reduced by a monthly credit. If you're on a month-to-month plan, you will need to purchase the Optus modem at an upfront cost, which will be advised at the time of purchase, in order to use this plan. The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

### Included data and additional data

Monthly data inclusions are set out in the table above.

If you use more than your included data during your billing month, we'll automatically give you another 40GB for \$10. This automatic top-up will occur up to five times (i.e. up to 200GB for \$50) within a monthly billing period. If you use more than 200GB of top-up data on a single billing account, we will slow your speed to 1.5Mbps until the next billing period. Data expires at the end of each billing month.

Data is counted in kilobytes, and includes uploads and downloads.

4G Internet plans do not support Data Sharing or Data Pooling.

### Coverage and Serviceability

The 4G Internet 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.

Coverage availability will vary depending on your device and location. A service qualification and coverage check based on your address will be conducted before your order is accepted.

The service qualification (SQ) check is an indication that your chosen location is within a 4G Home Internet serviceable area, it does not guarantee that your address is 4G serviceable. We recommend that you position your modem close to a window to maximise signal strength. The Optus 4G Home Internet service uses our 4G Network and it is designed to be used in the home.

When moving address, you are required to check your serviceability at [optus.com.au/4ghomeinternet](https://optus.com.au/4ghomeinternet)

### Speed

Data speeds for the 4G Internet Service are variable and may differ to mobile and mobile broadband speeds on our 4G Network. Your speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

For further information, go to [optus.com.au/broadband-nbn/home-broadband/internet-speeds#factors\\_affecting\\_everyone](https://optus.com.au/broadband-nbn/home-broadband/internet-speeds#factors_affecting_everyone)

### Fair Go Policy

Our Fair Go Policy's purpose is to ensure all our customers can access our services, and don't use our services in a manner we consider 'unreasonable' or 'unacceptable', including, but not limited to, 'non-ordinary' or 'commercial purpose use' of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. For more information see [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. If you use your device for things not included in your plan or exceed your monthly data allowance, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary (see the 'Included data and additional data' section for more information).

### Cancellation

There are no plan cancellation fees. You will simply need to pay out the full remaining cost of your device (if applicable) which will include any monthly device credit that Optus was going to cover, plus all charges incurred up to the end of the bill cycle in which the service was cancelled.

### Plan changes

If you are on a 24-month plan, you can change your plan during your contract term to another 24-month 4G Internet plan. If you change your plan during the contract term a fee may apply and any device repayments will remain the same.

If you are on a month-to-month plan, you can change your plan to another month-to-month Optus 4G Internet plan once per month.

### Billing

#### • Paper invoice fee

You'll be charged **\$2.20** 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 payment fee. For more information please see [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

## 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;
- Each time you incur charges of \$50 (incl. GST) on services that aren't part of your plan's included data;
- 85% and 100% of any additional data that you've used above your standard plan inclusion each month; and
- When we automatically add an additional 40GB data for \$10 to your account up to five times within a monthly billing period (see the 'Included data and additional data' section above).

You can monitor your unbilled usage by:

- Downloading the My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)
- Visiting 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)

### Using your service overseas

You cannot use your included data if you are overseas.

### Customer Service

You can use the My Optus App on your mobile to pay a bill, check your account balance and usage, chat to customer care and more. Download the My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)

### 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**.