

Critical information summary

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

\$75 5G Internet Everyday

Plan ID: 34837914

Information about the Service

Description of the Service

This plan is for a 5G Internet service supplied in limited areas of selected suburbs within Australia using the Optus 5G Network. The 5G Internet Everyday plan includes unlimited broadband data allowance and is available on a month-to-month or 24-month term.

Minimum term:	Month-to-month	24-month
Minimum Monthly Charge	\$75	\$75
Data	Unlimited	Unlimited
Start-up fee	\$200	\$0
Cancellation fee	\$0	\$450 (pro-rated over the contract term)
Minimum total cost	\$275 (when you pay by direct debit)	\$1,800 (when you pay by direct debit)
One month free	Save \$75 off the Minimum Total Cost	Save \$75 off the Minimum Total Cost
Optus Sport	Included	Included
Fetch	Optional	Optional

Serviceability

The 5G Internet Everyday service is only available in limited areas of selected suburbs on the Optus 5G Network with the modem supplied by Optus. There may be technical or other reasons that affect your ability to access the service on the 5G network at your address. The service check is an indication that you are within a 5G serviceable area, it does not guarantee that your address is 5G serviceable. If you are unable to establish a 5G connection within the first 30 days, Optus reserves the right to:

- cancel your service contract with us; or
- offer an alternative home internet service.

We recommend that you position your modem close to a window to maximise signal strength.

The 5G Internet Everyday service uses the Optus 5G Network, and it needs to be used at the address provided during the service check. If at any time it's detected that the Optus supplied modem has been (or is being) used at a different location other than that provided to Optus in the original service check (service address), Optus reserves the right to suspend or cancel your 5G Internet Everyday service.

Speed

5G coverage and speeds are variable on the Optus 5G Network. Your actual speed will depend on a number of factors including congestion, location and placement of the Optus-supplied modem in your house, distance from the Optus 5G tower and any obstructions between the tower and the modem, local conditions, hardware, software and general internet traffic. In the event of an interruption to the Optus 5G Network service, your service may continue to operate on the Optus 4G Plus Network (if available) depending on the nature of the interruption.

The 5G Internet Everyday service offers the following in speed:

Minimum download speed	50Mbps Satisfaction Guarantee applies (see below for details)
Maximum download speed	100Mbps
Average Peak Download Speed (7pm-11pm)	Refer to optus.com.au/broadband-nbn/home-broadband/internet-speeds#factors_affecting_different_access_methods for current applicable speed

Average Peak Download Speed

The Average Peak 5G home internet download speed is calculated over the previous three-month period and is the average speed experienced by a representative group of customers between 7pm and 11pm (the busy time for consumer internet traffic). For the current, applicable Average Peak Download Speed for the 5G Internet Everyday plan, please refer to optus.com.au/broadband-nbn/home-broadband/internet-speeds#factors_affecting_different_access_methods

Past performance is not an indication of expected future speed. Your actual speed will depend on a number of factors, as set out above, and may change over time. For example, it may get slower as congestion increases, or faster as new network infrastructure is introduced. However, we offer the 50Mbps Satisfaction Guarantee.

The Optus 50Mbps Satisfaction Guarantee

If at any time during the term of your plan, you're not satisfied that you are getting download speeds of at least 50Mbps, or you cannot receive a 5G signal, at your service address, simply report the issue that you are having to us and we will investigate the issue and check if it's within the terms of our 50Mbps Satisfaction Guarantee (Guarantee). If it is, we will confirm your eligibility to cancel your contract without cancellation fees under this Guarantee. You must return the Optus-supplied modem to us in good working order within 30 days of cancellation or you will pay a non-return fee of \$330.

This Guarantee does not affect your rights under any law. Our services come with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

If a failure with the service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the service.

Equipment needs

You require the Optus-supplied modem fitted with an Optus SIM to use this service. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. The Optus-supplied modem remains the property of Optus. You must return the Optus-supplied modem in good working order within 30 days of cancellation or you will pay a non-return fee of \$330. We do not support fixed line telephony, back-to-base home alarm systems or medical alert/alarm services on the 5G Internet Everyday service.

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 Everyday 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 or 5G 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 5G Internet 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

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 sport 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. See optus.com.au/content/dam/optus/documents/for-you/entertainment/sports/optus-sport-paid-subscription-terms-conditions.pdf for full T&Cs.

Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge.

Minimum term

New and existing customers can connect to the 5G Internet Everyday plan on a month-to-month or 24-month contract. The minimum total cost for a month-to-month contract is \$275 when you pay by direct debit which includes a \$200 start-up fee. The minimum total cost for a 24-month contract is \$1,800 when you pay by direct debit.

Minimum term and charging commence when your service is activated. Service activation occurs when the Optus-supplied modem is delivered to your address and signed for.

One month free

Save \$75 off the minimum total cost.

Cancellation fees

The maximum cancellation fee is \$450 on a 24-month contract. The cancellation fee will decrease over the contract term on a pro-rata basis. There are no plan cancellation fees for the month-to-month plan.

Plan changes

If you are on a 24-month plan, you can change your plan during your contract term to another eligible 24-month 5G 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 eligible month-to-month Optus 5G Internet plan once per month. Please note any device repayments will remain the same.

Contact Customer Service for 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

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 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

Relocating to a new address

Before relocating to a new address you must contact us to perform a serviceability check to determine if the 5G Internet Everyday service is available at your new address. If your new address is not 5G serviceable, we will offer you an alternative broadband service.

Using your service

You cannot use the service overseas.

5G Home Internet plans do not support Data Sharing.

Managing your account

You can manage your account by visiting My Account at optus.com.au/myaccount

Customer Service

You can call 1300 101 693 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 1300 101 693. 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.

