

## Critical information summary

Plan ID: 35283484

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

# Optus 5G Internet Everyday

## Information about the Service

### Description of the Service

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

Plan	
Minimum Term	Month-to-month
Minimum Monthly Charge	\$79
Data	Unlimited
Speed	Capped at 100Mbps (see Speed section below for details)
Start-up Fee	\$0
Modem Charges	\$576 Optus will cover the cost of the modem if you remain connected for 36 months on a Device Payment Plan (i.e. \$16/mth credit over 36 months)
Cancellation Fees	There is no cancellation fee for this plan. If applicable, you'll need to pay out the Remaining Device Payment Fee (any credits or discounts will be forfeited), plus, all charges incurred up to the end of the billing cycle in which your service is cancelled (unless otherwise specified).
Minimum Total Cost (when you pay by direct debit)	Min. cost is \$576 (for new customers who cancel within one mth, incl. \$576 modem cost and 'one month free offer' applied)
One Month Free Offer	Take \$79 off the Minimum Total Cost (see "Standard Introductory Offers" on page 2 for details)

### Serviceability

This plan 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 internet service.

We recommend that you position the Optus 5G modem close to a window to maximise signal strength.

The 5G Internet 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 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 provided 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 Entertainer plan offers the following in speed:

Maximum download speed	100Mbps
Typical Busy Period Download Speed (7pm-11pm)	Refer to <a href="https://optus.com.au/5gspeeds">optus.com.au/5gspeeds</a> for current applicable speed
Minimum download speed	50Mbps Satisfaction Guarantee applies (see below for details)

### Typical Busy Period Download Speed

Typical Busy Period Download Speed is the typical expected download experience between 7.00pm and 11.00pm which is the busy time for residential consumer Internet traffic (based on a representative group of customers). For the current, applicable Typical Busy Period Download Speed for this plan and more information about 5G Internet speeds, please refer to: [optus.com.au/5gspeeds](https://optus.com.au/5gspeeds)

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, you are covered by the 50Mbps Satisfaction Guarantee.

### The Optus 50Mbps Satisfaction Guarantee

If at any time during the term of your eligible 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 it. Optus reserves the right to independently test the speed of your connection to verify that you are receiving a connection speed of less than 50Mbps. If it is within the terms of our 50Mbps Satisfaction Guarantee (**Guarantee**), we will confirm your eligibility to cancel your service and Device Payment Plan (**DPP**) under this Guarantee. You must return the modem in good working order within 30 days of this confirmation of cancellation or you will be charged the remaining cost of your modem in one lump sum, calculated as \$16 x number of months remaining on your DPP (**Remaining Device Payment Fee**). If you prefer to retain the modem, you can do so by paying out the Remaining Device Payment Fee.

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 and Device Payment Plan

You need the Optus supplied 5G modem and an Optus SIM to use this service. Optus will cover the cost of the modem if you remain connected for 36 months on a DPP. During the 36-month term of the DPP, your device payments will be reduced by a prorated, monthly credit over the term of the DPP (as set out in the table above). You will need to remain on an eligible Optus 5G Internet plan for the term of your DPP. If you cancel your eligible plan or move to an ineligible plan before the expiry of your DPP, your DPP will be cancelled and you'll need to pay out the Remaining Device Payment Fee, with any applicable device credits or discounts forfeited. This is subject to your Australian Consumer Law rights.

### Installation

You can self-install the 5G Internet Service. We recommend that you position the modem close to a window to maximise signal strength.

### Service limitations

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. We do not support fixed line telephony, back-to-base security alarm systems or medical alert/alarm services on this 5G Internet service. You cannot use the service overseas. 5G Internet plans do not support Data Sharing or Data Pooling or static IP.

### Special promotions, extras and subscriptions

This summary doesn't include information on special promotions, optional extras or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras and subscriptions.

### Fair Go Policy

Our Fair Go Policy applies to this plan and related services. You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable, or fraudulent, including causing significant congestion to our network. We may take steps to monitor and ensure compliance with the policy, including by suspending or cancelling your service. 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.

### Minimum term

New and existing customers can connect to the 5G Internet plan on a month-to-month contract. The minimum total cost for this plan includes the total cost of the modem and one month of plan fee. This amount will be reduced by the 'one month free' offer.

Minimum term and charging commence when your service is activated. Service activation occurs when the modem is delivered to your address or if in-store, when the modem is handed to you.

### Standard Introductory Offer

**One month free offer** – Customers who sign up or recontract to an in-market 5G Internet plan (excludes rate plan changes) will receive a credit equivalent to one month of the applicable plan access fee (currently \$79) applied against the minimum total cost. Offer available

to Consumer and Business customers with a valid ABN/ACN only. Not available with any other offer unless specified. Offer forfeited if customer recontracts or changes to an ineligible plan, or cancels this plan.

### Cancellation fees

There are no plan cancellation fees. Customers who cancel their plan before expiry of the relevant DPP term just need to pay out the Remaining Device Payment Fee (calculated as \$16 x number of months remaining on your DPP) and any credits or discounts will be forfeited. Customer will also need to pay all charges incurred up to the end of the billing cycle in which the service is cancelled (unless otherwise specified).

### Plan changes

You can change your plan to another eligible month-to-month Optus 5G Internet plan once per billing month and continue your DPP. Contact Customer Service for further information.

### Bill charges

We recommend that you select Direct Debit as your payment method to avoid any additional payment charges. The below table outlines additional charges that may apply when paying your bill. For more details on methods to pay your bill visit [optus.com.au/payments](https://optus.com.au/payments)

Payments by direct debit	No charge
BPay payments	No charge
Electronic copy of your bill	No charge
Payments in-person at Australia Post	See <a href="https://optus.com.au/payments">optus.com.au/payments</a>
Paper copy of your bill	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Late payment fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Non-direct debit fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Credit card payment fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>

## Other information

### Relocating to a new address

Before relocating to a new address, you must contact us to perform a service qualification check to determine if 5G Internet is available at your new address. If your new address is not 5G serviceable, we will offer you an alternative broadband service. If you choose not to proceed with any alternative Optus internet service offered, you must return the modem within 30 days in good working order in order to cancel your DPP (if applicable). If the modem is not returned in good working order within 30 days, you will be required to pay the Remaining Device Payment Fee.

### Managing your account

You can manage your account by visiting My Account at [optus.com.au/myaccount](https://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](https://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**.