

**Critical information summary**

Plan ID: 35287744

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

# Optus Phone Everyday 55

## Information about the Service

### Description of the Service

This is a plan for a stand-alone Fixed Telephone Service that is supplied using the Optus nbn™ network.

Plan	
Minimum Monthly Charge	\$55/mth
Minimum term	Month-to-month
Standard calls to local and community fixed lines	Unlimited
Standard calls to Australian mobiles & national fixed lines	Unlimited
Calls to 13/1300 numbers	35¢ per call
International calls	WorldSaver rates apply. See <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a> + 52¢ Flagfall
Start-up fee	\$59 (The Start Up fee will be waived as the connection date you agree to may be longer than the Customer Service Guarantee)
Modem charges	\$126 (Optus will cover the cost of the modem if you remain connected for 36 months with a \$3.50/mth credit applied each month)
Cancellation fee	There is no cancellation fee for this plan. If applicable, you'll need to pay out any remaining device payments in full (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	\$181 (includes modem cost and one month of plan fee, with start-up fee waived) (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. 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

This is a month-to-month plan.

### Equipment needs

You need a compatible modem to use this service. The modem must be an Optus approved device. If you are a new Optus customer, we will provide you with a modem on a Device Payment Plan as part of your plan. The cost of the modem is covered by Optus if you stay connected on an eligible plan for 36 months.

### Service limitations

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 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.

### Accessibility

For info about products and services we offer for customers with differing abilities, please see [optus.com.au/about/inclusion-diversity/differing-abilities/disability-services](https://optus.com.au/about/inclusion-diversity/differing-abilities/disability-services)

### Exclusions and conditions

On this plan, '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 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.

## Bundling arrangements

You don't need to bundle this plan with any other Optus Service.

## 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.

## Minimum total cost

The minimum cost is \$181 (includes \$126 modem cost and one month of plan fee) when you pay by direct debit. The start-up fee of \$59 is waived because, as part of this plan, you agree and accept the connection date may be longer than the maximum timeframe under the Customer Service Guarantee (see "Customer Service Guarantee" section below).

## Cancellation fee

You can cancel your plan at any time with no plan cancellation fee. Any related Device Payment Plan will also be cancelled and you'll need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited. This is subject to your Australian Consumer Law rights. You'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions (including for services, devices or accessories), incurred up to the end of the bill cycle in which the service was cancelled (unless otherwise specified).

## Plan changes

You can change your plan to an eligible Optus nbn plan (if available) once per billing month. Contact Customer Service if you would like further information.

## 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

### 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™, 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, 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.

### Customer Service Guarantee (CSG)

By accepting the benefits of this offer, you accept and agree that 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](https://optus.com.au/yourCSG)