

Critical information summary

30GB Broadband – Month to Month Plan

(Optus Cable)

Information about the service

Description of the Service

This is a Fixed Broadband Service which includes a 30GB Data Allowance per month which is supplied using our Optus Cable network.

This plan includes the following monthly benefits:

- 30GB broadband data allowance

Optus 30GB Broadband Plan Availability

This service is not available in all areas or to all premises; Optus Cable is only available in premises which can be physically connected to the network.

There may be technical or commercial reasons that affect our ability to provide a service at your location. Until Optus successfully installs your service we cannot guarantee that the Service can be connected at your address. To find out whether Optus Cable is available at your address visit optus.com.au/serviceabilitycheck

Minimum term

New and existing customers can only get this plan on a month to month contract. The minimum total cost is **\$195** when you pay by direct debit, including a \$125 start-up fee for new customers.

Data usage:		Included benefit:
Monthly Data Allowance	30GB	✓
Excess data charges	Rates do not apply. If you exceed your monthly data inclusion the speed of your service is limited to 256kbps until the end of your billing month.	N/A
Double Your Data	When you've reached 85% of your data inclusion, we'll send you a usage alert with the option to top up with an additional 30GB for the rest of the billing month. You can do it twice a year, absolutely free. Additional data top ups are available and will incur a charge of \$20 per top up. Any data you don't use during the month is forfeited.	✓

> Charges for other usage types can be found at optus.com.au/standardagreements

Equipment needs

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 Wi-Fi modem at no additional cost.

Please let us know if you use equipment such as disability or medical services or a back-to-base alarm. Some equipment may require an alternative service or additional equipment. We will tell you if we are not able to support the equipment.

System requirements

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

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 if a technician appointment is required to install the service.

Optus Fair Go Policy

The Fair Go Policy ensures 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. You can find the policy at optus.com.au/fairgo

Special Promotions and Value Added Services

You may be eligible for additional discounts if you have additional Optus services. This summary doesn't include any of the discounts, special promotions or other value added services (bolt-ons) available with this plan that you may select.

Information about pricing

Minimum monthly charge

\$70 per month when you pay by direct debit.

Plan Fees

Minimum term	Monthly access fee	Start-up fee	Relocation fee	Transferring an existing number	Connecting a new number
Month to Month	\$70	\$125	\$80	Included	Included

(Additional fees may apply for non-standard installations.)

Data usage

Your data usage includes both uploads and downloads. The cost of 1MB of data within your included Data Allowance is **\$0.002**. After you've used your Data Allowance, the service is speed limited to 256kbps until the end of the billing month. There are no additional charges for data used after exceeding your data allowance, unless you have purchased a data top-up. Any data you don't use during the month is forfeited.

Cancellation fees

There are no cancellation fees on this plan.

Plan changes

You can change your plan at no cost. Contact Customer Service if you would like further information.

Non-Direct Debit fee

A **\$2.20** fee will be charged each month if you choose not to pay your bill by direct debit. To set-up direct debit go to optus.com.au/myaccount

Paper invoice fee

A **\$2.20** paper invoice fee will be charged each month if you choose to receive a paper bill. For online billing or to request an email bill go to optus.com.au/myaccount

Note: Either the Non-Direct Debit or Paper invoice fee applies, not both.

Payment processing fee

If you pay by BPay savings or direct debit from a bank account or credit card, there are no processing fees. A processing fee applies to non-direct debit payments made by credit or charge card and/or if you pay at Australia Post. For details go to optus.com.au/payments

Other information

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. 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 including any balance for devices purchased on Pay Over Time (POT), but you will not be liable for any cancellation fee or other 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

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

Tracking your spend

We'll provide you with email usage alerts once you've reached approximately 50%, 85% and 100% of your broadband Data Allowance. You can also monitor your unbilled data usage by visiting My Account at optus.com.au/myaccount

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**.