

**Critical information summary**

Plan ID: 35758964

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

# Optus 4G Internet Unlimited

## Information about the Service

### Description of the Service

This plan is for a stand-alone 4G Internet Unlimited service which includes unlimited 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 and is designed to be used in the home or other fixed location. It is an alternative to more 'traditional' internet connections like ADSL or nbn.™

Plan	
<b>Plan ID</b>	35758964
<b>Minimum term</b>	This plan is available on a month-to-month or 24-month contract
<b>Minimum monthly charge</b>	\$59/mth
<b>Data</b>	Unlimited
<b>Speed</b>	Capped at 25/2Mbps (see Speed section below for details)
<b>Minimum total cost on 24-month plan</b> Does not include any additional device repayments (if applicable)	\$1,416 (when you pay by direct debit)
<b>Minimum total cost on month-to-month plan</b> Does not include any additional device repayments (if applicable)	\$59 (when you pay by direct debit)
<b>One month free offer</b>	Take \$59 off the minimum total cost (see page 2 for details)

### Eligibility

Optus 4G Internet Unlimited plans are available to new and recontracting services. Eligible customers may change rate plans to these plans.

### Equipment needs

These plans can only be used with the Optus-supplied modem. If you're on a 24-month Optus 4G Internet Unlimited 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.

### 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.

### Speed

The speeds on the 4G Internet Unlimited plan are limited to a maximum download speed of 25Mbps and a maximum upload speed of 2Mbps.

Data speeds for the 4G Internet Service are variable and may differ to mobile and mobile broadband speeds on our 4G network. Actual speeds experienced 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)

### Service Limitations

4G Internet plans do not support Data Sharing or Data Pooling. You cannot use your included data if you are overseas.

## Information about pricing

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

### One month free

Customers who sign up to an eligible 4G Internet Unlimited plan will receive a credit equivalent to one month of the applicable plan access fee applied against the minimum total cost. Not available with any other offer unless specified. Available to Consumer and Business customers with a valid ABN/ACN only. Offer is forfeited if the customer recontracts or changes to an ineligible plan or cancels their 4G Internet Unlimited plan.

### 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 (unless otherwise specified).

### Plan changes

You can change your plan during your contract term to another eligible 4G Internet plan. If you change your plan during the contract term a fee may apply and any device repayments will remain the same.

### 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
Electronic copy of your bill	No charge
Payments in-person at Australia Post	No charge
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

### Fair Go Policy

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)

### Managing your account

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

### Relocating to a new address

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

### 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**.