

Critical information summary

Plan ID: 35283504

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

5G Internet Entertainer Superfast

Information about the Service

Description of the Service

This 5G Internet Entertainer Superfast 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 and also includes Standard Netflix subscription via Optus SubHub subscription platform.

Plan	
Minimum Term	Month-to-month
Minimum Monthly Charge	\$99
Standard Introductory Offer	\$89/mth for 6 months (see 'Standard Introductory Offers' on page 2 for details)
Monthly Data Allowance	Unlimited
Speed	Uncapped (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 \$99 off the Minimum Total Cost (see 'Standard Introductory Offers' on page 2 for details)
Entertainment	Standard Netflix subscription via Optus SubHub included

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 Superfast plan offers the following in speed:

Maximum download speed	Uncapped [^]
Typical Busy Period Download Speed (7pm–11pm)	Refer to optus.com.au/5gspeeds for current applicable speed
Minimum download speed	50Mbps Satisfaction Guarantee applies (see below for details)

[^]The average and maximum download speeds you can obtain on this 5G Internet Entertainer Superfast plan will not necessarily always be greater than the speeds you can obtain on the 5G Internet Everyday plan.

Typical Busy Period Download Speed

Typical Busy Period Download Speed is the typical expected download experience between 7pm and 11pm 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

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.

Netflix

This 5G Internet Entertainer Superfast plan includes a Standard Netflix subscription via the Optus SubHub subscription platform (SubHub).

You will need your My Account details for logging into the Optus SubHub platform to create and/or activate your Netflix service. To enjoy Netflix as part of this plan, Netflix must be activated via the SubHub platform or a tokenized link. The pricing benefit of the Netflix inclusion applies from activation of the 5G service (i.e., when you receive your Optus supplied 5G modem). If you activate Netflix in SubHub before this, you will be separately charged for Netflix by Optus until activation of your 5G service. It is your responsibility to ensure you activate or link your Netflix account in SubHub to ensure you obtain the pricing benefit of this plan's Netflix inclusion. Customers buying more than one internet plan with a Netflix inclusion will only receive the benefit of one Standard Netflix subscription.

Netflix content is not viewed via the SubHub platform. You will need to use the relevant Netflix app on your device and log in using your Netflix login details. For more information about SubHub and activating Netflix subscriptions via SubHub, see optus.com.au/entertainment/optus-subhub

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

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(s)

One month free – 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 \$99) applied against

the minimum total cost.

5G Internet Entertainer Superfast for \$89/mth for 6 months – Customers who sign up, recontract, or change plans to the 5G Internet Entertainer Superfast plan will, in addition and after the '1 month free' offer (if applicable), only pay \$89/mth for 6 months and then pay the standard in-market plan fee (currently \$99/mth) thereafter.

These offers are available to Consumer and Business customers with a valid ABN/ACN only. Not available with any other offer unless specified. Offers forfeited if customer recontracts or changes to an ineligible plan, or cancels their 5G Internet Entertainer Superfast 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

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

For more details on methods to pay your bill visit optus.com.au/payments

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

Accessibility

For information about products and services we offer for customers with different disabilities, please see optus.com.au/about/inclusion-diversity/differing-abilities/disability-services/

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.