

## Critical information summary

# Basics Broadband Plan – Month To Month

(Optus Cable)

## Information about the service

### Description of the Service

This is a Fixed Broadband Service which includes a 200GB Data Allowance per month which will be supplied using our Cable network.

### Optus Basics Broadband 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](https://optus.com.au/serviceabilitycheck)

### Monthly access fee \$95

### Minimum term

The \$95 Basics Broadband plan is available as a month to month plan. The minimum total cost is **\$220** including a \$125 start-up fee for new customers, when you pay by direct debit.

### Bundling arrangements

You don't need to bundle this plan with any other Optus service. However, you might be able to get additional discounts if you have another Optus service.

Data usage		Included benefit
Monthly data allowance	200GB	✓
Excess data charges	Rates do not apply If you exceed your data limit the service is speed limited to 256kbps until the end of your billing month.	N/A
Double Your Data	When you've reached 85% of your data limit, we'll send you a usage alert with the option to top up with an additional 200GB 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.	✓

> Other charges can be found at [optus.com.au/standardagreements](https://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 WiFi 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 make sure your computer is compatible. Please see [optus.com.au/systemcompatible](https://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 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 'unacceptable', including, but not limited to 'nonordinary' 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](https://optus.com.au/fairgo)

### 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 broadband plan.

## Information about pricing

### Minimum monthly charge

**\$95** per month when you pay by direct debit.

### Cancellation fees

There are no cancellation fees for this plan.

### Plan changes

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

### Data Usage

Your data usage includes both uploads and downloads. The cost of 1MB of data within your included Data Allowance is **\$0.0005**.

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.

### Non-Direct Debit fee

A \$2.20 fee will be charged each month if you choose not to pay your service by direct debit. To set-up direct debit go to [optus.com.au/myaccount](https://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](https://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](https://optus.com.au/payments)

To set-up direct debit go to [optus.com.au/myaccount](https://optus.com.au/myaccount)

## 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. 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 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](https://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](https://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](https://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**.