

Critical information summary

Plan ID: 35489704

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

Optus Internet Family Entertainer

Information about the Service

Description of the Service

This plan is for a stand-alone Fixed Broadband service supplied using the Optus nbn™ network. The Optus Internet Family Entertainer plan comes included with Optus WiFi Secure™, a Standard Netflix subscription via Optus SubHub subscription platform, as well as the option of adding a Fixed Telephone service. See 'Optus WiFi Secure™' (page 1) and 'Optional Phone Plans' (page 3) for more information.

Plan	
Minimum term	Month-to-month
Minimum Monthly Charge	\$99/mth
Standard Introductory Offer	\$89/mth for first 6 months (see 'Information about pricing' on page 2 for details)
Monthly Data Allowance	Unlimited
Start-up fee	\$0 However, fees may apply for a first time nbn connection to dwellings in new developments, for additional lines or for non-standard installations
Modem charges	\$252 Optus will cover the cost of the modem if you remain connected for 36 months (with a \$7/mth credit over 36 months)
Optus Ultra WiFi Booster charges	\$216 Optus will cover the cost of the first Booster if you remain connected for 36 months (with a \$6/mth credit over 36 months)
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 with Introductory Offer applied	\$557 (includes \$252 modem cost, \$216 Optus Ultra WiFi Booster cost and one month of applicable plan fee) (when you pay by direct debit)
Entertainment	Standard Netflix subscription via Optus SubHub included

Service and plan availability

Optus Broadband services are not available in all areas or to all premises. The broadband service offered will be determined by what is available at your location. Optus Broadband services are only available at premises which can be physically connected to the Optus Network (and in the case of Optus nbn, where connection will be possible within three months based on rollout information provided by the nbn which is subject to change). There may be technical or commercial reasons that affect our ability to connect a service at your address. Until Optus successfully installs your service we cannot guarantee that the service can be installed at your address. To check your serviceability and find out what kind of Optus Broadband is available at your address visit optus.com.au/serviceabilitycheck

Equipment needs and Device Payment Plans

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 on a Device Payment Plan. You will also be supplied with an Optus Ultra WiFi Booster on a Device Payment Plan. The cost of the modem and first booster will be \$0 if you remain connected for 36 months as part of the Device Payment Plans (during which your device repayments will be reduced by a prorated, monthly credit). You may purchase up to two additional Optus Ultra WiFi Boosters which can be paid outright or over time on a Device Payment Plan term of 12, 24 or 36 months (as selected by you). There is no monthly device credit applicable to additional boosters.

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 or 4G backup service 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 network.

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/

System requirements

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

Optus WiFi Secure™

This plan includes an Optus WiFi Secure month-to-month subscription at no additional charge. You may remove or add it as you wish. Optus WiFi Secure will only work if you have a compatible Optus supplied modem. You must always use the compatible modem we provide to you to ensure that the service continues to work.

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 you're in a new development and not already connected to the nbn, NBN Co may charge \$300 to connect your premises to the nbn. If applicable, we will bill that charge to you.

You may need two technicians (one Optus, one nbn) to install the service. If applicable, we will send you an Optus self-installation kit. Installation fees may apply if you request a technician installation where a self-install option is available. If you require assistance to connect, contact us at yesopt.us/chat2us

Optus is required by law to confirm your nbn service is working. We may not be able to confirm this if you do not use the modem that Optus supplies you. You'll need to tell Optus of any issues you have with your nbn service before we can rectify them. Billing will be activated once we confirm your nbn broadband service is operational.

nbn FTTC and HFC: If you are an Optus nbn FTTC or HFC customer and fail to plug in the equipment within the specified timeframes, NBN Co may cancel your order.

nbn™ speed

For customers connecting to this plan on the nbn the default speed included is Standard Plus Evening Speed. Changing to a higher speed pack is available for this plan. Subject to line speed capability.

Information about nbn speeds is available at optus.com.au/shop/broadband/home-broadband/nbn-speed-packs FTTN, FTTB and FTTC maximum line speeds will be confirmed after activation.

Typical Evening Speeds/Typical Busy Period Download Speeds are based on customer averages and are not a guaranteed minimum.

More about broadband speeds

There is a wide range of things that can impact the internet speeds you actually experience, and this can vary greatly between different homes. For more info, go to optus.com.au/broadband-nbn/home-broadband/internet-speeds

Netflix

This Internet Family Entertainer 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 when you've received your modem and booster, and your nbn service is operational. If you activate Netflix in SubHub before this, you will be separately charged for Netflix by Optus until you've received your devices and your nbn service becomes operational. 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. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

Introductory Offer

Customers who sign up, recontract or change plans to this plan will pay \$89/mth for the first 6 months and then pay the standard in-market plan fee (currently \$99/mth) thereafter. Available to consumer and business customers with a valid ABN/ACN only. Not available with any other offer unless specified. Discount is forfeited if customer recontracts, changes or cancels their nbn plan. Minimum total cost is \$557.

Cancellation

You can cancel your plan at any time with no plan cancellation fee. 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). 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.

Plan changes

You can change your plan to an eligible Fixed Broadband plan (if available) once per billing month. If you have an Optus email address and change from a Fixed Broadband plan to a stand-alone Fixed Phone plan, your Optus email address will be disconnected as a result. 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

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

Relocation fee

Relocation fees may apply depending on circumstances, e.g. Truck roll.

Other information

Changing your 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.

Managing your account

You can manage your account by visiting My Account at optus.com.au/myaccount

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

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**.

Optional Phone Plans

Information about the Service

Description of the Service

These plans are Fixed Telephone services which may be supplied using Optus Cable, nbn™ or Optus Direct Service (LAD) networks. These plans are optional and only available when bundling with an eligible Fixed Broadband plan.

Plan	Phone Lite	Phone Everyday 10
Minimum Monthly Charge Minimum term one month	\$0/mth	\$10/mth
Standard calls to local and community fixed lines	30¢ per call	Unlimited
Standard calls to Australian mobiles and national fixed lines	28¢ per min + 52¢ Flagfall (\$2 max for first 60 mins, then standard rates apply)	Unlimited
Calls to 13/1300 numbers	35¢ per call	35¢ per call
International calls	WorldSaver rates apply. See optus.com.au/worldsaver + 52¢ Flagfall	WorldSaver rates apply. See optus.com.au/worldsaver + 52¢ Flagfall
Start-up fee	\$0	\$0
Cancellation fee	\$0	\$0
Minimum total cost	\$0 (usage charged 'pay as you go')	\$10 (when you pay by direct debit)

Charges for other usage types can be found at 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. You must preselect Optus as both your local and long-distance carrier. 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

Minimum term

These are month-to-month plans.

Mobile calls

On the Phone Lite plan, a standard national call to any Australian mobile for 2 minutes including flagfall would cost \$1.08.

Equipment needs

You need a compatible telephone handset to use these plans. This service may not be suitable if you have a serious illness or condition and require an uninterrupted telephone line on an uninterrupted power supply. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the service. You should contact your device supplier to find out if your device will work before connecting to the nbn network.

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

If you are transferring existing services to Optus nbn, this may result in the disconnection of those services. If you require assistance to connect, contact us at optus.com.au/notices/service-chat

Exclusions and conditions

For Phone Everyday 10, '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.

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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. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

Cancellation fee

There is no cancellation fee on these plans. If you cancel you'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions, incurred up to the date the service was cancelled.

Plan changes

You can change your plan to another eligible phone 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

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

Other information

Tracking your spend

You may be able to track your phone unbilled usage by visiting 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.

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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