

Critical information summary

\$80 My Broadband – 24-month Contract

Plan ID: 604011, 604040, 10383517

(Optus cable, nbn™ or Optus direct service networks)

Information about the service

Description of the service

This Broadband service may be supplied using Optus Cable, nbn™ or Optus Direct Service (LAD/ADSL2+) networks.

This plan includes the following monthly benefits:

- Unlimited broadband data allowance

Optus My Broadband availability

Optus Broadband service is 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 service is only available at premises which can be physically connected to the Optus Network (or, 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 connected at your address. To check your serviceability and find out what kind of Optus Broadband is available at your address visit optus.com.au/shop/broadband/home-broadband

Minimum term

New and existing customers can only get this plan on a 24-month contract. The minimum total cost is **\$2,045** when you pay by direct debit and includes a **\$125** start-up fee for new customers. If you change plans to a plan of lower value before the end of your contract term, an Early Recontract Fee of **\$80** applies and you will start a new contract term.

| Plan usage types | Amount (inc. GST) | Included benefit |
|------------------------|-------------------|------------------|
| Data usage: | | |
| Monthly data allowance | Unlimited | ✓ |

Equipment needs

You need a 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 ensure your computer is compatible. Please see optus.com.au/systemcompatible

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

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. Cable and Optus Direct customers may require a technician to install the service and nbn™ customers may need two technicians (one Optus, one nbn™) to install the service.

For nbn™ services, 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.

If you are an Optus nbn™ customer, Optus 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 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 service is nbn™ operational.

nbn™ FTTC: If you are an Optus nbn™ FTTC customer and fail to plug in the equipment within 30 days from your ready for service date, nbn™ Co will deactivate your service.

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

Plan fees

| Minimum term | Monthly access fee | Start-up fee | Relocation fee | Early recontract fee |
|-------------------|--------------------|---|----------------|-------------------------|
| 24-month contract | \$80 | \$125 (\$0 for customers who signed up on nbn™ before 25 Nov 2018) (Additional fees may apply for a first time nbn™ connection to dwellings in new developments, for additional lines or for non-standard installations) | \$80 | \$80 (if applicable) |

Minimum monthly charge

\$80 per month when you pay by direct debit.

nbn™ speed

For customers connecting to this plan on the **nbn™** the default speed included is Speed Pack 1. Other speed packs are available including Speed Pack 2 for an extra \$10 per month, Speed Pack 3 for an extra \$20 per month and Speed Pack 4 for an extra \$30 per month (Speed Pack 4 not available on **nbn™** fixed wireless). More information about Optus' **nbn™** speeds is available at optus.com.au/shop/broadband/home-broadband/nbn-speed-packs

Cancellation fees

The maximum cancellation fee for this plan is \$175 (\$300 for customers that sign up on **nbn™** before 25 Nov 2018). When you recontract, the maximum cancellation fee for this service is \$50. Cancellation fees decrease during your contract period.

Plan changes

You can change your plan during your contract term to a plan of equal or higher value. If you change to a plan of lower value an Early Recontract Fee of \$80 applies and new 24-month contract will start. 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

Exception: Non-direct debit made through cards (credit cards, debit cards, charge cards and prepaid cards), Non-direct debit fee is not charged (only the processing fee will apply).

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

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

Relocation fee

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

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

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**.