

## Critical information summary

# Optus Ultra Entertainment - Month to Month

Access fee: \$90/month (or \$80/month with an eligible Optus mobile plan)

Plan ID: 604441, 604416, 604430, 604483, 604487, 604490, 20375011

## Information about the service

### Description of the service

This bundle is for fixed telephone and broadband services and may be supplied using Optus Cable, **nbn**<sup>™</sup> or Optus Direct Service (LAD/ADSL 2+) networks.

This bundle includes the following monthly benefits:

- Unlimited broadband data allowance
- Fetch including one Premium Channel Pack per month
- A home phone line
- Optus Sport subscription

Fetch is only for residential purposes, so cannot be used for commercial purposes. Optus will terminate the Fetch service if it is used for commercial purposes. Fetch usage is only zero rated if connected using an Optus Broadband service.

### Optus Ultra Entertainment plan availability

Optus Phone and 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 Phone and Broadband services are only available at premises which can be physically connected to the Optus network (or, in the case of Optus **nbn**<sup>™</sup>, where connection will be possible within three months based on rollout information provided by the **nbn**<sup>™</sup> 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](https://optus.com.au/serviceabilitycheck)

You must maintain both your Phone and Broadband services with Optus and pre-select Optus as both your local and long distance carrier. If you cancel or port a service away, remaining services will become ineligible for this plan and we will move them to the closest alternative of our in-market stand-alone plans (which may be more expensive).

### Minimum term

New and existing customers can only get this plan on a month to month. The minimum total cost is **\$290** when you pay by direct debit and don't bundle with an eligible Optus mobile or **\$315** (including a \$35/month eligible Optus mobile, the minimum in market eligible mobile). Eligible Optus mobile plans include selected post paid mobile plans \$30/mth and above. The minimum total cost includes a \$200 start-up fee.

### Equipment needs

You need a compatible telephone handset and 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 Wi-Fi modem included in your start up fee. For the telephone service, you will need to have your own compatible handset.

**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.**

### Fetch

New customers will receive a set top box (STB). Fetch requires an active fixed Internet connection and download speed of at least 3Mbps, widescreen TV and external TV antenna connection. Video content quality can be affected by equipment content location and network congestion.

### System requirements

To use the Optus Broadband service you need to ensure your computer is compatible. Please see [optus.com.au/systemcompatible](https://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

Usage types	Amount (inc. GST)	Included in your plan
Calls to Optus mobiles	28c per minute plus 52c flag fall (\$2 max for first 60 mins, then standard rates apply)	✗
Standard calls to other Australian mobiles	28c per minute plus 52c flag fall (\$2 max for first 60 mins, then standard rates apply)	✗
<b>Available bolt-on:</b>		
Unlimited Australian mobile calls	\$5 per month. See <a href="https://optus.com.au/shop/broadband/home-broadband/plans">optus.com.au/shop/broadband/home-broadband/plans</a>	
Standard calls to national fixed lines	28c per minute plus 52c flag fall (\$2 max for first 60 mins, then standard rates apply)	✗
Standard calls to local fixed lines	30c per call	✗
<b>Available bolt-on:</b>		
Unlimited local and national calls	\$5 per month. See <a href="https://optus.com.au/shop/broadband/home-broadband/plans">optus.com.au/shop/broadband/home-broadband/plans</a>	
Community calls	30c per call	✗
Calls to 13/1300 numbers	35c per call	✗
Voicemail service: including deposits and retrievals	Unlimited – Rates do not apply	✓
<b>Charges to international numbers:</b>		
Standard International calls	WorldSaver Rates Apply plus 52c flag fall. See <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a>	✗
<b>Available bolt-on:</b>		
International Bolt-on available	\$10 per month. See <a href="https://optus.com.au/shop/broadband/home-broadband/plans">optus.com.au/shop/broadband/home-broadband/plans</a>	
<b>Data usage:</b>		
Monthly data allowance	Unlimited	✓

> Charges for other usage types can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

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)

### 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

## Information about pricing

### Plan fees

Minimum term	Monthly access fee	Start-up fee	Early recontract fee	Transferring an existing number	Connecting a new number
Month to month	\$90/month (or \$80/month with an eligible Optus mobile)	\$200. Additional fees may apply for a first time <b>nbn™</b> connection to dwellings in new developments, for additional lines or for non-standard installations.	N/A	Included	Included

### 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.

### Minimum monthly charge

**\$90** per month when you pay by direct debit and don't bundle with an eligible Optus postpaid mobile.

### nbn™ speed

Except for fixed wireless customers, for customers connecting to this plan on the **nbn™** the default speed included is Speed Pack 3, Speed Pack 4 is available for \$30 per month. For customers connecting on the **nbn™** Fixed Wireless the default speed included is Speed Pack 2, Speed Pack 3 is available for \$15 per month. Information about **nbn™** speeds is available at [optus.com.au/shop/broadband/home-broadband/nbn-speed-packs](https://optus.com.au/shop/broadband/home-broadband/nbn-speed-packs) FTTN, FTTB and FTTC speeds will be confirmed after activation. Typical evening speeds are based on customer averages and are not a guaranteed minimum.

### \$10 bundle discount

If applicable, one \$10 monthly discount applies per eligible broadband and postpaid mobile bundle. If you become ineligible for the discount, it will be removed without notice. Not available in conjunction with any other bundle discount offer. For existing customers any existing bundle discounts will be removed when taking up this offer. The broadband and mobile services must be in the same name and same billing address or when possible should be in the same customer ID.

### Cancellation fees

There are no cancellation fees for this bundle.

### Mobile calls

A standard national call to any Australian mobile for 2 minutes including flagfall would cost **\$1.08**.

### Plan changes

There is no early recontract fee for customers on M2M plans - customers are free to change their plan at any time. 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](https://optus.com.au/myaccount)

**Exception:** For payments made by credit, debit, charge or prepaid cards, the non-direct debit fee will not 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](https://optus.com.au/myaccount)

### Payment processing fee

If you pay by BPay savings or direct debit from a bank account

to connect your premises to the **nbn™**. If applicable, we will bill that charge to you.

By accepting the benefits of this bundled offer, the connection date for your phone that you agree to will likely be longer than the maximum timeframe in the Customer Service Guarantee (CSG). Apart from this, any other rights you have under the CSG still apply. For more information, see [optus.com.au/yourCSG](https://optus.com.au/yourCSG)

If you have received delivery of your Optus self-installation kit and you do not self-install your Optus equipment within five working days of your Optus **nbn™** connection date, we will automatically activate your connection and begin billing you. If you are transferring existing services to Optus **nbn™**, this may result in the disconnection of those services. 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](https://yesopt.us/chat2us)

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)

## 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](https://optus.com.au/customerhelp)

### Tracking your spend

You may be able to track your phone unbilled usage by visiting [optus.com.au/myaccount](https://optus.com.au/myaccount) If you are unable to do this you can contact our customer service team for information on your usage status.

### 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. Information in this brochure is correct as of 02/17. Check [optus.com.au/shop/broadband/home-broadband/plans](https://optus.com.au/shop/broadband/home-broadband/plans) for the latest plan and pricing info.

