

Critical information summary

Unlimited nbn™ Broadband Plan – 24-Month Contract

Information about the service

Description of the service

This is a Fixed Broadband service which includes an unlimited Data Allowance for use in Australia on the nbn™ network.

This service is provisioned at a maximum speed of 12Mbps download and 1Mbps upload as standard on this plan.

This doesn't mean that you will experience the maximum speeds at all times, in fact you will typically experience slower speeds due to a number of factors including demand on the network and local conditions such as internet traffic, your line condition, your hardware and software, the data source or destination and your location that prevent or interfere with reception and speed.

Optus broadband availability

Optus broadband services on the nbn™ are not available in all areas or premises. Optus Broadband on nbn™ is only available in selected areas at premises which can be physically connected to the Optus Network over the nbn™ or where connection will be possible within three months based on rollout information provided by nbn™ Co which is subject to change. Until Optus successfully installs your service we cannot guarantee that the service can be installed at your address.

Minimum term

The minimum total cost is **\$2,490** (including **\$70** connection and **\$20** delivery fee) on a 24-month contract when you pay by direct debit. Minimum term and charging commence upon service activation.

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.

Plan usage types	Amount (inc. GST)	Included benefit?
Data usage in Australia:		
Monthly data allowance	Unlimited	✓
1MB of data (within included data)	N/A	✓
Double Your Data	Rates do not apply	

Charges for other usage types can be found at optus.com.au/standardagreements

Equipment needs

You need a compatible broadband modem to use this service. Optus WiFi Residential Gateway included at no additional cost. Please ensure you inform us if you use equipment such as disability or medical services, a back-to-base alarm or other equipment which may require an uninterrupted line. Some equipment may require an alternative service or additional equipment. We will tell you if we are not able to support the equipment.

Installation

Up to two technicians may be required to install your Optus nbn™ service, one from nbn™ Co and the other from Optus. Optus reserves the right to charge for non-standard installations. You must obtain permission from the owner of the property to have the Optus nbn™ service installed and be over 18 years of age.

If you are an Optus nbn™ customer (excluding FTTC) that has 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. If you require assistance to connect, contact us at yesopt.us/chat2us

System requirements

To use the Optus Broadband service you need to make sure 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/acceptableuse

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

\$100 per month when you pay by direct debit.

Upfront fees

	Connection and delivery fee	Transferring your existing number to Optus	Connecting a new number
24-month Contract	\$70 + \$20	Free	Free

Cancellation fees

The maximum cancellation fee for the Optus Broadband service on a 24-month contract is **\$300** and are not payable until your service is activated. This fee will decrease during your contract period.

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. 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

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 or optus.com.au/memberservices

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

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, 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.

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

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

You may also 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.

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**.