

\$10 PHONE PLAN WITH BROADBAND

INFORMATION ABOUT THE SERVICE

Description of the Service

This is a Fixed Telephone Service which you can only get if you have an Optus Broadband Service.

Optus Phone Availability

Optus Phone Services are not available in all areas or premises.

This service is only available when you take out a Direct or Cable Broadband Service with Optus. 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/serviceabilitycheck

Bundling arrangements

To get this plan you need to have an eligible Optus Broadband Service. You also might be able to get additional discounts if you have another Optus Service.

Equipment needs

You need a compatible telephone handset to use this service. Please make sure you tell us if you use equipment such as disability or medical services or 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.

USAGE TYPES	AMOUNT (INC. GST)
USAGE TYPES IN AUSTRALIA:	
Standard calls to Optus mobiles	20c per minute plus 45c flagfall (\$2 maximum for first 1 hour, then standard rates apply)
Standard calls to other Australian mobiles	20c per minute plus 45c flagfall (\$2 maximum for first 1 hour, then standard rates apply)
Standard local calls	30c per call
Standard calls to national fixed lines	20c per minute plus 45c flagfall (\$2 maximum for first 1 hour, then standard rates apply)
Calls to 13/1300 numbers	35c per call
International calls	WorldSaver rates apply See optus.com.au/worldsaver
> Charges for other usage types can be found at optus.com.au/standardagreements	

Minimum Term

You can get this plan on a 6 month or 24 month contract if you are a new customer. The Minimum Total Cost is **\$60** on a 6 month contract when you pay by direct debit and **\$240** on a 24 month contract when you pay by direct debit. This excludes the cost of your Optus Broadband plan.

You can get this plan on a 12 month contract if you are an existing customer when recontracting. The Minimum Total Cost is **\$120** when you pay by direct debit. This excludes the cost of your Optus Broadband plan.

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 telephone and broadband bundle plan.

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

CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT PRICING

Minimum monthly charge

\$10 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	Free	Free	Free
12 Month Contract (Recontracting only)	Free	Free	Free
6 Month Contract	Free	Free	Free

Cancellation fees

The maximum cancellation fee for the Optus Phone Service on both 6 month and 24 month contracts is **\$200** or **\$99** on a 12 month contract. This fee will decrease during your contract period.

Plan changes

If you change your plan during your contract term a fee may apply. Contact Customer Service if you would like further information.

Mobile calls

A standard national call to any Australian mobile for 2 minutes including flagfall would cost **\$0.85**.

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**

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

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.

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**

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.

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. iPrimus is a provider who does.