

## Critical information summary

# \$95 Entertainment Bundle – 24-month Contract

(Optus Cable, nbn™ or Optus Direct Service Networks)

## Information on the service

### Description of the service

This bundle is for Fixed Telephone and Broadband services and may be supplied using Optus Cable, nbn™ or Optus Direct Service (LAD/ADSL 2+) networks.

This bundle includes the following monthly benefits:

- Unlimited standard calls to local and national fixed lines (excludes 13/1300 numbers)
- Unlimited broadband data allowance
- Optus TV with Fetch Connect and Entertainment Packages

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

### Optus Entertainment Bundle 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™, 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](https://optus.com.au/serviceabilitycheck)

You must maintain both your Phone and Broadband services with Optus and preselect 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 24-month contract. The minimum total cost is **\$2,405** when you pay by direct debit, including a **\$125** start-up fee for new customers. If you change plans 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 in your plan
Standard calls to Optus and other Australian mobiles	20c per minute plus 45c flagfall (\$2 max for first 60 mins, then standard rates apply) From 21 May 2017 rates will change to 28c per minute plus 52c flagfall (\$2 max for first 60 mins, then standard rates apply)	✗
Standard calls to national fixed lines	Unlimited – rates do not apply	✓
Standard calls to local fixed lines	Unlimited – rates do not apply	✓
Community calls	Unlimited – rates do not apply	✓
Calls to 13/1300 numbers	35c per call	✗
Voicemail service	Unlimited – rates do not apply	✓
Voicemail deposits	Unlimited – rates do not apply	✓
Voicemail retrievals	Unlimited – rates do not apply	✓
<b>Charges to international numbers:</b>		
International calls	WorldSaver rates apply. See <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a> From 21 May 2017 WorldSaver flagfall rates will change from 45c/call to 52c/call	✗
<b>Data usage:</b>		
Monthly data allowance	Unlimited	✓
Excess data charges	Rates do not apply	N/A

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

### 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 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.

**Optus TV with Fetch:** You may also need a powerline adapter, which you can purchase from us for **\$40**. New customers will receive a 2nd Generation set-top box (STB) (or any latest version when available). A **\$135** processing fee applies if you want to upgrade from a 1st Gen to a 2nd Gen STB.

**Note:** to access Netflix through Optus TV with Fetch, a 2nd Gen STB is required.

### 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

## 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](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

## Information about pricing

### Minimum monthly charge

**\$95** per month when you pay by direct debit.

### Plan fees

Minimum term	Monthly access fee	Start-up fee	Relocation fee	Early recontract fee	Transferring an existing number	Connecting a new number
24-month Contract	\$95	\$125 (Additional fees may apply for <b>nbn™</b> connection to newly constructed dwellings or for non-standard installations.)	\$80	\$80	Included	Included

## Data usage

Your data usage includes both uploads and downloads.

### Cancellation fees

The maximum cancellation fee for this bundle is **\$375** (\$75 for the phone service and **\$300** for the Broadband service). When you recontract, the maximum cancellation fee for this bundle is **\$100**. Cancellation fees decrease during your contract period.

### Mobile calls

A standard national call to any Australian mobile for 2 minutes including flagfall would cost **\$0.85. \$1.08** from 1 May 2017.

### Plan changes

You can change your plan during your contract term but an Early Recontract Fee of **\$80** applies and a 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](https://optus.com.au/myaccount)

Exception is Non-direct debit made through cards (credit cards, debit cards, charge cards and prepaid cards), no fee is charged (though 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](https://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](https://optus.com.au/payments)

### nbn™ speed

For customers connecting to this plan on the **nbn™** the default speed included is Speed Pack 2. More information about Optus' **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)

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.

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 time frame 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 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](https://yesopt.us/chat2us)

### 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.

## 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](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.