

## Critical information summary Plan ID: 36942444

This summary does not reflect any special discounts, bonus data or promotions which may apply from time to time.

# Optus Plus Everyday Basic nbn® (with Modem)

## Information about the Service

### Description of the Service

This is a subscription-based plan for a stand-alone Fixed Broadband service that is supplied using the Optus nbn network. This plan does not include paper bills and requires upfront, automatic payments via a credit, debit or charge card. You also have the option of adding a Fixed Telephone service if you purchase these plans with an Optus-supplied modem. See 'Optional Phone Plan' (page 3) section for more information.

Plan	
Minimum monthly charge	\$75/mth
Minimum term	Month-to-month
Monthly data allowance	Unlimited
Start-up fee	\$0, however, fees may apply for a first time nbn connection to dwellings in new developments, for additional lines or for non-standard installations
Cancellation fee (if applicable)	There are no cancellation fees for this plan. If your plan is cancelled, you won't receive a pro-rata refund for the remainder of your payment cycle. Any related device payment plan will be cancelled, and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment.
Modem charge (optional)	\$306, if you choose an Optus-supplied modem, which you can take on a Device Payment Plan (where Optus will cover the cost of the modem with an \$8.50/mth credit, if you remain connected for 36 months).
Minimum total cost	\$381 (includes \$306 modem cost)
Payment method	You'll need to set up automatic payment from a credit, debit or charge card to pay for this plan (see page 2 for more details)
Included nbn speed pack	Standard (see page 2 for details)

### Service and plan availability

Optus 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 Broadband services are only available at premises which can be physically connected to the Optus Network and, 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)

### Equipment needs

You need a compatible broadband modem to use this service. The modem must be an Optus-approved device. Customers on this plan will be provided with an Optus modem on a Device Payment Plan as part of your plan. The cost of the modem will be covered by Optus if you stay connected on an eligible Fixed Broadband plan for 36 months (during which your device repayments will be reduced by a prorated, monthly credit as part of the DPP).

### Service limitations

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the nbn or 4G backup service and are not tested by us or supported on Optus nbn. You should contact your device supplier to find out if your device will work before connecting to the nbn.

### Accessibility

For info about products and services we offer for customers with differing abilities, please see [optus.com.au/about/inclusion-diversity/differing-abilities/disability-services](https://optus.com.au/about/inclusion-diversity/differing-abilities/disability-services)

### Device Payment Plans

You can buy an eligible device (such as a Booster) on a Device Payment Plan (DPP) and pay for it over a selected term by monthly instalments. You will need to remain on this broadband plan or other eligible plan for the term of your DPP. If you cancel your plan or move to an ineligible plan, your related DPP will also be cancelled. See 'Cancellation' (page 2) for more detail.

### System requirements

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

### 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. If you're in a new development and not already connected to the nbn, NBN Coltd. may charge \$300 to connect your premises to the nbn. If applicable, we will bill that charge to you.

You may need two technicians (one Optus, one nbn) to install the service. If applicable, we 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](https://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'll need to tell Optus of any issues you have with your nbn service before we can rectify them.

If you don't plug in your modem, we will auto-complete your order 10 days after we have reminded you to plug in your modem. Billing will commence once we confirm your nbn service is operational or once we've automatically completed your order (whichever occurs first). If you are an Optus nbn FTTC or HFC customer and fail to plug in the equipment within the specified timeframes, NBN Coltd. may cancel your order.

### Plan speed

The Standard speed pack is included with this plan. You may have the option to change to a higher speed pack for this plan, subject to line speed capability.

Information about the Typical Busy Period Speeds for the Standard and other nbn speed packs is available at [optus.com.au/shop/broadband/home-broadband/nbn-speed-packs](https://optus.com.au/shop/broadband/home-broadband/nbn-speed-packs)

Typical Evening Speeds/Typical Busy Period Speeds are based on customer averages and are not a guaranteed minimum.

If your maximum line speeds are not available during service qualification and you have a FTTN, FTTB or FTTC connection, we'll confirm them when your service is working.

### More about broadband speeds

There is a wide range of things that can impact the internet speeds you actually experience, and this can vary greatly between different homes. For more info, go to [optus.com.au/broadband-nbn/home-broadband/internet-speeds](https://optus.com.au/broadband-nbn/home-broadband/internet-speeds)

### Special promotions, extras and subscriptions

This summary doesn't include information on special promotions, optional extras or subscriptions that you may access from time to time. Additional terms and conditions (including charges) may apply to these special promotions, optional extras or subscriptions.

### Fair Go Policy

Our Fair Go Policy applies to this plan and related services. You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable, or fraudulent, including causing significant congestion to our network. We may take steps to monitor and ensure compliance with the policy, including by suspending or cancelling your service. For more information see [optus.com.au/fairgo](https://optus.com.au/fairgo)

## Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge.

### How are payments made?

You will need to set up automatic payments (i.e. direct debits) from a credit, debit or charge card in order to purchase this plan. By signing up to these plans, you are agreeing to the Optus automatic payment terms at [optus.com.au/about/legal/automatic-payment-terms](https://optus.com.au/about/legal/automatic-payment-terms). For further details visit [optus.com.au/paymentssetup](https://optus.com.au/paymentssetup)

### When are payments made?

You will be automatically charged via your selected credit, debit or charge card at the start of each payment cycle for recurring charges. You can view your Invoices and payment method at any time in My Optus app or by visiting MyAccount.

### Cancellation

You can cancel your plan at any time by notifying us. You will not receive a refund of charges paid in advance for the remainder of your payment cycle, unless otherwise set out in our agreement and subject to your consumer law rights. Any related device payment plan will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment.

### Relocation fee

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

## Other information

### Plan changes

You can change your plan to an eligible Fixed Broadband plan (if available) once per payment cycle. If you have an Optus email address and change from a Fixed Broadband plan to a stand-alone Fixed Phone plan, your Optus email address will be disconnected as a result. Contact Customer Service if you would like further information.

### Changing the access method

If you are located in an eligible area, you may be able to request an upgrade of the nbn technology at your premises without an upfront cost for a standard installation, subject to certain terms and conditions. For more information go to [optus.com.au/broadband-nbn/nbn/fibre-upgrade](https://optus.com.au/broadband-nbn/nbn/fibre-upgrade)

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 Coltd. 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.

### Managing your account

You can manage your account and view your payments in My Optus app or by visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

### Customer Service

You can call **133 937** for assistance on your account balance, usage, payment details and other information at any time. For other assistance and account information, see [optus.com.au/customerhelp](https://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**.

# Optional Phone Plan

## Information about the Service

### Description of the Service

This is an add-on for a Fixed Telephone service that is supplied using the Optus nbn network. This plan does not include paper bills and requires upfront, automatic payments via a credit, debit or charge card.

Plan	Optus Plus Phone Extra
Minimum term one month	Month-to-month
Minimum monthly charge	\$10/mth
Standard calls to local and community fixed lines	Unlimited
Standard calls to Australian mobiles and national fixed lines	Unlimited
Calls to 13/1300 numbers	500 calls to 13/1300 numbers (calls to help lines like Beyond Blue and Lifeline will not be charged and don't count towards the 500 calls). After 500 calls customer will be charged \$10 for the remainder of the month.
International calls	Option to add a Optus Plus Phone International call pack for \$15/mth. See <a href="https://optus.com.au/optusplusphoneinternational">optus.com.au/optusplusphoneinternational</a>
Start-up fee	\$0
Cancellation fee	\$0
Minimum total cost	\$10
Payment method	You'll need to set up automatic payment from a credit, debit or charge card to pay for this plan (see page 4 for more details)

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

### Optus Phone availability

Optus phone services are not available in all areas or premises. The phone service offered will be determined by what is available at your location. You must preselect Optus as both your local and long-distance carrier. 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/shop/home-phone/plans](https://optus.com.au/shop/home-phone/plans)

### Equipment needs

You need a compatible telephone handset to use these plans. This service may not be suitable if you have a serious illness or condition and require an uninterrupted telephone line on an uninterrupted power supply. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the service. You should contact your device supplier to find out if your device will work before connecting to the nbn network.

For information about products and services we offer for customers with different disabilities, please see [optus.com.au/about/inclusion-diversity/differing-abilities/disability-services](https://optus.com.au/about/inclusion-diversity/differing-abilities/disability-services)

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 [optus.com.au/notices/service-chat](https://optus.com.au/notices/service-chat)

### Exclusions and conditions

For Optus Plus Phone Extra 'Unlimited' calls to standard national numbers, Australian mobiles and national fixed lines exclude special numbers such as 13/1300 numbers, premium numbers (e.g. 1900 numbers), 1234, 12456 and calls to satellite or international numbers.

### International calls

Unless you purchase an Optus Plus Phone International calling pack bolt-on, you will not be able to make international calls on the Optus Plus Phone Extra plan. Information on calling packs can be found at [optus.com.au/optusplusphoneinternational](https://optus.com.au/optusplusphoneinternational)

### Special promotions, extras and subscriptions

This summary doesn't include information on special promotions, optional extras or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras and subscriptions.

### Fair Go Policy

Our Fair Go Policy applies to this plan and related services. You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable, or fraudulent, including causing significant congestion to our network. We may take steps to monitor and ensure compliance with the policy, including by suspending or cancelling your service. For more information see [optus.com.au/fairgo](https://optus.com.au/fairgo)

## Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge.

### How are payments made?

You will need to set up automatic payments (i.e. direct debits) from a credit, debit or charge card in order to purchase this plan. By signing up to these plans, you are agreeing to the Optus automatic payment terms at [optus.com.au/about/legal/automatic-payment-terms](https://optus.com.au/about/legal/automatic-payment-terms)

For further details visit [optus.com.au/paymentsetup](https://optus.com.au/paymentsetup)

### When are payments made?

You will be automatically charged via your selected credit, debit or charge card at the start of each payment cycle for recurring charges. You can view your Invoices and payment method at any time in My Optus app or by visiting MyAccount.

### Cancellation

You can cancel your plan at any time by notifying us. You will not receive a refund of charges paid in advance for the remainder of your payment cycle, unless otherwise set out in our agreement and subject to your consumer law rights. Any related device payment plan will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment.

## Other information

### Plan changes

You can change your plan to an eligible Fixed Broadband plan (if available) once per payment cycle. If you have an Optus email address and change from a Fixed Broadband plan to a stand-alone Fixed Phone plan, your Optus email address will be disconnected as a result. Contact Customer Service if you would like further information.

### Managing your account

You can manage your account by visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

### 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 Ltd. 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 Service

You can call **133 937** for assistance on your account balance, usage, payment details and other information at any time. For other assistance and account information, see [optus.com.au/customerhelp](https://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**.

### Priority Assistance

We do not offer Priority Assistance. Telstra is a provider who does.

### Customer Service Guarantee (CSG) Waiver

The benefits of this offer are on the basis that you must agree to a waiver of your rights under the Customer Service Guarantee Standard (CSG Waiver) before you can sign up to this plan or a new standard telephone service provided by Optus. You cannot purchase this Phone plan without agreeing to the CSG Waiver set out below. For more information, see [optus.com.au/yourCSG](https://optus.com.au/yourCSG)

## Customer Service Guarantee (CSG) Waiver

This waiver is provided by Optus in addition to our Standard Terms, and applies to customers who purchase a new, or recontract a, fixed-line telephone service from Optus on or from 12 September 2022.

Optus telephony services are provided on the basis that you agree to waive all rights and protections provided to you under Part 5 of the Telecommunications (Consumer Protection and Service) Act 2011 and the Telecommunications (Customer Service Guarantee) Standard 2011 (the CSG) in exchange for a better value service. The rights, protections and performance standards generally provided under the CSG that you'll be waiving include:

- Maximum time frames for the connection of a standard telephone service and/or any enhanced call features;
- Maximum time frames for the fixing of a fault with your standard telephone service and/or any enhanced call features;
- Time frames for attending connection or fault fix appointments;
- Provision of information to you about these performance standards; and
- Prescribed compensation payable to you if we are unable to meet these performance standards.

This doesn't mean that we are not committed to providing you with the best customer service we can. As always, we'll endeavour to connect your service or fix any issues you have as fast as we can. This waiver will take effect on the date that you agree to it. You don't have to agree to this waiver, but if you don't or if you withdraw within your cooling off period, then you agree that we'll decline to supply you with the Optus telephone service you ordered. You can still place an order for internet service without telephony or an alternative product from us. You are unable to place an order for Optus internet service with telephony without consenting to the CSG waiver.

If you provided your consent to this waiver orally, then it will take effect 5 working days from the date you agreed to it (unless you withdraw in this cooling off period). If you would like more information about the CSG, you can visit the ACMA website. If you need help, you can contact us. By purchasing this Phone plan, you acknowledge and understand that you will not be entitled to the rights and protections, including compensation, if we do not meet the performance standards set out in the CSG.