

Critical information summary Plan ID: 38050944

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

Optus Basic nbn® plan

Information about the Service

Service and Plan Description

These are subscription based plans provided by Optus Internet Pty Limited for stand-alone Fixed Broadband services that are supplied using the Optus nbn® network. These plans do not include paper bills and setup of upfront, automatic payments via a credit, debit or charge card. You can also add a Fixed Telephone service if you purchase these plans with an Optus-supplied modem. See 'Optional Phone Plan' (page 3).

Plan	
Minimum monthly charge	\$79/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
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 a \$12.75 credit, if you remain connected for 24 months); or you can purchase outright (in-store or by contacting us).
Minimum total cost (includes modem cost and with Introductory Offer applied, if applicable)	\$385 (includes \$306 modem cost and one month plan fee) \$79 if you have a self-supplied modem
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.
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)
Included nbn speed	Basic (see page 2)
NBN technology type	FTTP/HFC/FTTB/FTTC/FTTN

The full Terms and Conditions for this plan can be found at optus.com.au/standardagreements

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.

Equipment needs

With these plans, you can choose to take an Optus-supplied modem, which can be purchased on a Device Payment Plan (DPP). For select plans, you can purchase the Optus-supplied modem outright, at an Optus store or by contacting us on 133 937.

Alternatively, you also have the option use your own modem with these plans (self-supplied modem).

If you choose to purchase an Optus-supplied modem on a DPP, the cost of the modem will be \$0 when you stay connected for 24 months (during which your device repayments will be reduced by a prorated, monthly credit as part of the DPP). If you choose to use a self-supplied modem with one these plans, you acknowledge and agree that you can only use it with an eligible Optus stand-alone internet service (i.e., you cannot add a Fixed Telephone service) so you won't have access to a fixed phone service that you can use to make or receive calls, including contacting emergency services like 000. It is your responsibility to ensure your self-supplied modem is nbn compatible and can be used with the Optus internet service. Some Optus equipment (like the Optus supplied Boosters) and certain add-ons may not work with your self-supplied modem. Optus will only be able to provide you general support for your service and won't be able to identify or fix faults that are related to your self-supplied modem. For any technical support related to your self-supplied modem, you'll need to contact the manufacturer directly.

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. There may be technical or commercial reasons that affect our ability to connect a service 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

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

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

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 Co Ltd. may charge \$300 to

connect your premises to the nbn. If applicable, we will bill that charge to you. You may need a technician 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

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 an Optus-supplied modem. 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 time frames, NBN Co Ltd. may cancel your order.

Plan speed

The Basic speed tier is included with this plan. Information about the Typical Busy Period Speeds for your included speed is available at 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 are 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

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 these plans 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

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 these plans. By signing up to these plans, you are agreeing to the Optus automatic payment terms at optus.com.au/about/legal/automatic-payment-terms For further details visit 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. You will also lose any add-ons, features, voice services, phone numbers, usernames or Optusnet email services and addresses (unless other arrangements are available and agreed).

Relocation fee

Relocation fees may apply depending on circumstances.

Other information

Plan changes

You can change your plan to an eligible Fixed Broadband plan (if available) once per payment cycle. Contact Customer Service if you would like further information.

Changing the access method

We may change the access method for your service 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. 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

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

National Relay Service

If you're deaf or find it hard to hear/speak on the phone you can contact us through the National Relay Service. For more information, visit www.accesshub.gov.au. Give them the Optus contact number **1800 505 201** to discuss any queries.

Customer complaints

You can contact our complaint resolution area by calling us on **133 937** or visiting <https://www.optus.com.au/support/feedback-and-complaints/make-a-complaint> (where you can get a copy of our Complaint Handling Policy). 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 free of charge on **1800 062 058**.

Interpreter service

- To speak to us in your language, call **1300 294 479** and follow the prompts
- 講廣東話的客戶可以通過撥打我們的翻譯傳譯服務團隊電話**1300 294 479**來聯繫我們
- 說普通話的客戶可以通過撥打我們的翻譯服務團隊電話**1300 294 479**與我們聯繫
- ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਗਾਹਕ ਸਾਡੀ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾ ਟੀਮ ਨੂੰ **1300 294 479** 'ਤੇ ਫੋਨ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹਨ।
- Ang mga kustomer na nagsasalita ng Tagalog ay maaaring kumontak sa amin sa pamamagitan ng pagtawag sa pangkat ng mga Serbisyo ng Interpreter sa **1300 294 479**
- يمكن للعملاء الناطقين باللغة العربية التواصل معنا عن طريق الاتصال بفريق خدمات الترجمة الشفوية لدينا على الرقم **1300 294 479**

Optional Phone Plan

Information about the Service

Service and Plan Description

This is an add-on plans provided by Optus Internet Pty Limited 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. This add-on is not available when using a self-supplied modem.

Plan	Optus Plus Phone Extra
Minimum monthly charge Minimum term one month	\$10/mth
Standard calls 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 an Optus Plus Phone International call pack for \$15/mth See optus.com.au/optusplusphoneinternational
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 detail)

The full Terms and Conditions for this plan can be found at 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

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

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

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

Special promotions, extras and subscriptions

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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

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

For further details visit 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 My Account.

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. You will also lose any add-ons, features, voice services, phone numbers, usernames or Optusnet email services and addresses (unless other arrangements are available and agreed).

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 and view your payments in My Optus app or by visiting My Account at 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

Customer complaints

You can contact our complaint resolution area by calling us on **133 937** or or visiting <https://www.optus.com.au/support/feedback-and-complaints/make-a-complaint> (where you can get a copy of our Complaint Handling Policy). 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 free of charge on **1800 062 058**.

Priority Assistance

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

Interpreter service

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- 说普通话的客户可以通过拨打我们的翻译服务团队电话**1300 294 479**与我们联系
- ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਗਾਹਕ ਸਾਡੀ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾ ਟੀਮ ਨੂੰ **1300 294 479** 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹਨ।
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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

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 7 July 2025.

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.