

Optus Upgrade and Protect

Optus Upgrade and Protect is an optional product available to eligible Optus customers when you sign up for an eligible device payment plan that will allow you to terminate your Optus plan early, return your device and upgrade to a new eligible device on a new device payment plan.

Optus Upgraded and Protect is a month-to-month add-on product, charged at \$15/month. You may cancel this product any time. Upgrade redemptions can be made at any time outside the first 30 days of your eligible device payment plan.

Once you complete an upgrade redemption, all rights, titles and ownership of the eligible device will be passed to our third-party service provider and you will have no further rights to that device.

If the device is not returned in good working order a damage fee may apply. If you fail to return the device in line with our instructions, a non-return fee may apply.

Available with purchase of any eligible device using OptusPay on a new eligible plan. Monthly recurring subscription fees will be charged via your nominated account payment method. Upgrade redemptions can be made during the device payment plan term by returning a device as directed by Optus, paying applicable fees (if any), and purchasing a new device using OptusPay on a new eligible plan. Redemptions can't be completed in first 30 days of the device payment plan term.

For further information refer to <https://www.optus.com.au/customer-extras/upgrade-protect> For full length terms refer to <https://www.optus.com.au/content/dam/optus/appendix/appendix-gg2/AppGG2.doc>

Optus Protect and Upgrade

Eligible Devices	All in-market post-paid devices (mobile phones and tablets) that can be purchased on an eligible device payment plan.	
Upgrade Timeframe	Any time 30 days after an eligible device is purchased during the term of the eligible device payment plan.	
Eligible Device Payment Plan term	12/24/36 months	
Optus Upgrade and Protect Monthly Fee	\$15/month	
Standard Service Fee ('Good Working Order' devices)	\$0	\$99
	If device is upgraded within the last 12 months of Optus device payment plan.	If device is upgraded before the last 12 months of Optus device payment plan.
Damaged Device Fee	\$249 (if device is returned not in 'Good Working Order')	
Non-Return Fee	The payments due for remaining term of the customer's current Eligible Device Payment Plan (plus any applicable early cancellation fees). Applies if device is not returned to Optus or its nominee within 14 days or such other reasonable period of time notified to the customer by Optus.	
Eligibility Criteria	To redeem your upgrade, you will need to recontract a new device on a device payment plan. This is subject to a credit assessment, so you should ensure your Optus account payments are up to date before upgrading.	
Key exclusions	• outright purchases • device already owned by customer • IMEI blocked devices • devices where the customer does not have full rights and unencumbered title • prepaid devices • wearables • accessories • devices purchased under an existing device payment plan • jailbroken devices (i.e. devices that use an operating system other than that provided by the manufacturer)	