

Critical information summary Plan ID: 36939024

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

Optus School Student Broadband Plan

Information about the Service

Description of the Service

This plan is a s \$0 month-to-month plan for a stand-alone Fixed Broadband service supplied using the Optus nbn® network. This plan is for approved customers who are eligible to participate in the School Student Broadband Initiative only, please see optus.com.au/about/specialist-care/ssbi. This plan ends at the conclusion of the School Student Broadband Initiative (currently 30 June 2028), or as otherwise notified. You won't have the option of adding a Fixed Telephone service if you sign up to this plan.

Plan	Optus School Student Broadband Plan
Minimum term one month	Month-to-month
Minimum Monthly Charge	\$0/mth
Standard Introductory Offer	N/A
Monthly Data Allowance	Unlimited
Start-up fee	\$0
Modem charges	\$0, Optus-supplied modem, Optus will cover the cost of the modem
Cancellation fee (if applicable)	There are no cancellation fees for these plans.
Minimum total cost	\$0
Included nbn speed pack	Standard Plus (see page 2 for details)
Plan end date (as at Feb 2025)	30 June 2028, or as otherwise notified

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.

This service is for approved customers who are eligible to participate in the School Student Broadband Initiative only, please see optus.com.au/about/specialist-care/ssbi

Equipment needs

You will need a compatible broadband modem to use this service. The modem must be an Optus approved device. With these plans, you will be provided with an Optus-supplied modem at no additional cost.

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

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 Coltd. may charge \$300 to connect your premises to the nbn. If applicable, we will waive any applicable new development fee charged to you.

You may need a technician to install the service. If applicable, we will send you an Optus self-installation kit. 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. If you are an Optus nbn FTTC or HFC customer and fail to plug in the equipment within the specified time frames, NBN Coltd. may cancel your order.

Plan speed

The Standard Plus speed pack is included with this plan.

Information about the typical busy period speeds for your included speed pack and other nbn speeds 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.

Some features won't be available to add to this plan and where they are available you will be charged.

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?

This plan is \$0/mth with no applicable modem fees and as such no payments or payment details are required for this plan.

When are payments made?

This plan will be \$0 until 30 June 2028 and automatically renews on a month-to-month basis. Any additional services you may have on your Optus account will be charged accordingly. 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. If you choose to move to a different retail service provider you will lose access to the relevant School Student Broadband Initiative nbn plan from Optus.

Other information

Plan changes

You can change your plan to an eligible Fixed Broadband plan (if available) once per payment cycle. If you choose to change plans you will lose access to the School Student Broadband Initiative and you will be charged the relevant plan fee from the effective date of the change. Contact Specialist Care Team on 1800 502 277 if you would like further 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. 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 any applicable 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 any applicable payments in My Optus app or by visiting My Account at optus.com.au/myaccount

Customer Service

You can call 1800 502 277 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.

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.