

## Critical information summary Plan ID: 33329443

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

# Optus Phone Everyday 50

## Information about the Service

### Description of the Service

This is a Fixed Telephone Service which may be supplied using Optus Cable, nbn™ or Optus Direct Service networks. The Phone Everyday 50 plan also has the option of bundling a Fetch service. See "Fetch" section for more information.

| Plan                                                        |                                                                                                                          |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Minimum Monthly Charge                                      | \$50/mth                                                                                                                 |
| Minimum term                                                | 24 months                                                                                                                |
| Standard calls to Australian mobiles & national fixed lines | Unlimited                                                                                                                |
| Calls to 13/1300 numbers                                    | 35¢ per call                                                                                                             |
| International calls                                         | WorldSaver rates apply. See <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a> + 52¢ Flagfall         |
| Start-up fee                                                | \$59 (The Start Up fee will be waived if the connection date you agree to is longer than the Customer Service Guarantee) |
| Cancellation fee                                            | \$200 (decreases over the term of the contact)                                                                           |
| Minimum total cost                                          | \$1,259 (includes \$59 start-up fee)<br>(when you pay by direct debit)                                                   |

### 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. 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)

### Minimum term

New and existing customers can get this plan on a 24-month contract. The minimum total cost is \$1,259 (includes \$59 Start-up fee) when you pay by direct debit. The Start-up fee of \$59 will be waived if the connection date you agree to is longer than the maximum time frame under the Customer Service Guarantee.

### Equipment needs

You need a compatible telephone handset to use this service. If your service requires a modem, we will provide you with one as part of your plan inclusion at no extra charge.

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

On this plan, '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.

### Fetch

You have the option at point of sale or at any time after to add up to three Fetch Mini or Fetch Mighty Set-top Boxes (STBs) to your Phone Everyday 50 plan on a month-to-month basis. Pricing for Fetch Mini and Fetch Mighty STB on this plan are as follows:

- Fetch Mini – \$10 per month
- Fetch Mighty – \$15 per month

Fetch requires an active fixed Internet connection and download speed of at least 3.5Mbps, widescreen TV and external TV antenna connection. Video content quality can be affected by equipment, content, location and network congestion. Channels and content subject to change. Optus owns the STB and you must return it if your Fetch service is cancelled. If you cancel your Fixed Telephone service, you have the option to retain your Fetch service as a standalone service. The following fees will apply if an STB is not returned within 30 days of your Fetch service cancellation: \$150 for a Fetch Mini and \$250 for a Fetch Mighty STB. For more information on Fetch, please see [optus.com.au/fetch](https://optus.com.au/fetch)

### Special Promotions and Value Added services

This summary doesn't include any special promotions or extra value added services (bolt-ons) that you select whilst you have this plan. Entertainment options may be available and charges may apply depending on your plan. By signing up to an entertainment option, you agree that it is subject to change at any time. We will try to give you at least 21 days' prior notice of a change, however, this does not entitle you to terminate your plan. Entertainment options can be cancelled at any time; you just pay for these charges until the end of that billing month.

### Bundling arrangements

You don't need to bundle this plan with any other Optus Service.

Fair Go Policy

Our Fair Go Policy applies to this plan. Its purpose is to ensure 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. It 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)

Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

Cancellation fee

The maximum cancellation fee is \$200. This fee will decrease during your contract term. If you cancel you'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions, incurred up to the end of the billing cycle in which the service was cancelled.

Plan changes

If you change your plan to a plan of lower value an Early Recontract Fee of \$80 applies and a new 24-month contract will start. Contact Customer Service if you would like further information.

Charges

We recommend that you select Direct Debit as your payment method to avoid any additional payment charges. The below table outlines additional charges that may apply when paying your bill. For more details on methods to pay your bill visit [optus.com.au/payments](https://optus.com.au/payments)

|                                      |                                                                             |
|--------------------------------------|-----------------------------------------------------------------------------|
| Payments by direct debit             | No charge                                                                   |
| BPay payments                        | No charge                                                                   |
| Electronic copy of your bill         | No charge                                                                   |
| Payments in-person at Australia Post | See <a href="https://optus.com.au/payments">optus.com.au/payments</a>       |
| Paper copy of your bill              | See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a> |
| Late payment fee                     | See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a> |
| Non-direct debit fee                 | See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a> |
| Credit card payment fee              | See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a> |

Other information

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.

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. 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.

