Critical information summary

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

$75 5G Internet Everyday

Plan ID: 34837904

Information about the Service

Description of the Service

This plan is for a 5G Internet service supplied in limited areas of selected suburbs within Australia using the Optus 5G Network. The 5G Internet Everyday plan includes unlimited broadband data allowance and is available on a month to month or 24-month term.

Minimum term:	Month-to-month	24-month
Minimum Monthly Charge	**$75**	**$75**
Data	Unlimited	Unlimited
Start-up fee	$200	$0
Cancellation fee	$0	$450 (pro-rated over the term of the contract)
Minimum total cost	**$275** (when you pay by direct debit)	**$1,800** (when you pay by direct debit)

Serviceability and Speed

The 5G Internet Everyday service is only available in limited areas of selected suburbs on the Optus 5G Network with the modem supplied by Optus. There may be technical or other reasons that affect your ability to access the service on the 5G network at your address. The service check is an indication that you are within a 5G serviceable area, it does not guarantee that your address is 5G serviceable. If you are unable to establish a 5G connection within the first 30 days, Optus reserves the right to:

- cancel your service contract with us; or
- offer an alternative home internet service.

We recommend that you position your modem close to a window to maximise signal strength.

The 5G Internet Everyday service uses the Optus 5G Network, and it needs to be used at the address provided during the service check. If at any time it's detected that the Optus supplied modem has been (or is being) used at a different location other than that provided to Optus in the original service check, Optus reserves the right to suspend or cancel your 5G Internet Everyday service.

Your actual speed will depend on a number of factors, including congestion, location of the Optus-supplied modem in your house, distance from the Optus 5G tower, local conditions, hardware, software and general internet traffic. In the event of an interruption to the Optus 5G Network service, your service may continue to operate on the Optus 4G Plus Network (if available) depending on the nature of the interruption.

Equipment needs

You require the Optus-supplied modem fitted with an Optus SIM to use this service. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. The Optus-supplied modem remains the property of Optus. You must return the Optus-supplied modem in good working order within 30 days of cancellation or you will pay a non-return fee of $330.

We do not support fixed line telephony, back-to-base home alarm systems or medical alert/alarm services on the 5G Internet Everyday service.

Minimum term

New and existing customers can connect to the 5G Internet Everyday plan on a month-to-month or 24-month contract. The minimum total cost for a month-to-month contract is **$275** when you pay by direct debit which includes a **$200** start-up fee.

The minimum total cost for a 24-month contract is **$1,800** when you pay by direct debit. Minimum term and charging commence when your service is activated. Service activation occurs when the Optus-supplied modem is delivered to your address and signed for.

The Optus 50Mbps Satisfaction Guarantee

If at any time during the term of your plan, you're not satisfied that you are getting download speeds of at least 50Mbps, or you cannot receive a 5G signal, simply report the issue that you are having to us and we will investigate the issue and check if it's within the terms of our 50Mbps Satisfaction Guarantee (Guarantee). If it is, we will confirm your eligibility to cancel your contract without cancellation fees under this Guarantee. You must return the Optus-supplied modem to us in good working order within 30 days of cancellation or you will pay a non-return fee of $330.

This Guarantee does not affect your rights under any law. Our services come with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

If a failure with the service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the service.

yes OPTUS

Information about pricing

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

Cancellation fees

The maximum cancellation fee is **$450** on a 24-month contract. The cancellation fee will decrease over the contract term on a pro-rata basis. There are no plan cancellation fees for the month-to-month plan.

Non-direct debit fee

A **$2.20** fee will be charged each month if you choose not to pay your bill by direct debit. To set-up direct debit go to **optus.com.au/myaccount**

Exception: For payments made by credit, debit, charge or prepaid cards, the non-direct debit fee will not apply.

Paper invoice fee

A **$2.20** paper invoice fee will be charged each month if you choose to receive a paper bill. For online billing or to request an email bill go to **optus.com.au/myaccount**

Payment processing fee

If you pay by BPay savings or direct debit from a bank account or credit card, there are no processing fees. A processing fee applies to non-direct debit payments made by credit or charge card and/or if you pay at Australia Post. For details go to **optus.com.au/payments**

Other information

Fair Go Policy

The purpose of our Fair Go Policy 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. The policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also 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. For more information see **optus.com.au/fairgo**

Relocating to a new address

Before relocating to a new address you must contact us to perform a serviceability check to determine if the 5G Internet Everyday service is available at your new address. If your new address is not 5G serviceable, we will offer you an alternative broadband service.

Using your service overseas

You cannot use the service overseas.

Customer Service

You can call **1300 101 693** for assistance on your account balance, usage status, 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 **1300 101 693**. 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**.