

Critical information summary

Plan ID: 33907113

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

Optus Plus Everyday Basic 4G

Information about the Service

Service and Plan Description

This is a subscription-based plan by Optus Mobile Pty Limited for a 4G Internet service which includes unlimited data allowance for use within Australia. 4G Internet services use the same mobile towers your mobile phone does to deliver a 4G internet connection to your premises and is designed to be used in the home or other fixed location. This plan does not include paper bills and requires upfront, automatic payments via a credit, debit or charge card.

Plan	
Plan ID	33907113
Minimum term	This plan is available on a month-to-month contract
Minimum monthly charge	\$59/mth
Data	Unlimited
Speed	Capped at 25/8Mbps (see Speed section below for details)
Modem Charges	\$216 Optus will cover the cost of the modem if you remain connected for 24 months on a device payment plan. (i.e. \$9/mth credit over 24 months)
Cancellation fees	There is no cancellation fee 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.
Minimum total cost	Min. cost is \$275 (for new customers who cancel within one mth, incl. \$216 modem cost and one month of plan fee)
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)

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

Eligibility

Optus 4G Internet Unlimited plans are available to new and recontracting services. Eligible customers may change rate plans to these plans.

Equipment needs and Device Payment Plan

You need the Optus-supplied 4G modem and an Optus SIM to use this service. Optus will cover the cost of the modem if you remain connected for 24 months on a DPP. During the 24-month term of the DPP, your device payments will be reduced by a prorated, monthly credit over the term of the DPP (as set out in the table above). You will need to remain on an eligible Optus 4G Internet plan for the term of your DPP. If you cancel your eligible plan or move to an ineligible plan before the expiry of your DPP, your DPP will be cancelled and you'll need to pay out the Remaining Device Payment Fee, with any applicable device credits or discounts forfeited. This is subject to your Australian Consumer Law rights.

Coverage and Serviceability

The 4G Internet Service is only available in selected areas on the Optus 4G Plus Network with the modem supplied by Optus. There may also be technical or commercial reasons that affect your ability to access the service at your address. The service cannot be used overseas.

Coverage availability will vary depending on your device and location. A service qualification and coverage check based on your address will be conducted before your order is accepted.

The service qualification (SQ) check is an indication that your chosen location is within a 4G Home Internet serviceable area, it does not guarantee that your address is 4G serviceable. We recommend that you position your modem close to a window to maximise signal strength.

Speed

The speed on the Optus Plus Everyday Basic 4G Plan has been limited to a maximum speed of 25Mbps download 8Mbps upload.

Data speeds for the 4G Internet Service are variable and for basic internet connectivity. Your 4G Internet Service speeds may differ from mobile and mobile broadband speeds on our 4G network.

The actual speed you will experience at any given time will vary depending on a number of factors including network (i.e. signal, proximity, line of sight or congestion), location (i.e. modem placement, distance from the Optus 4G tower, geography, obstructions), and other factors (such as weather, hardware, software, etc.).

Customers on eligible 4G Internet plans are covered by the **Optus Coverage Commitment**.

For further information, go to optus.com.au/broadband-nbn/home-broadband/internet-speeds#factors_affecting_everyone

Service Limitations

4G Internet plans do not support Data Sharing or Data Pooling. You cannot use your included data if you are overseas.

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 MyAccount.

Minimum term

New and existing customers can connect to the 4G Internet Plan on a month-to-month contract. The minimum total cost for this plan includes the total cost of the modem and one month of plan fee. Minimum term and charging commence when your service is activated. Service activation occurs when the modem is delivered to your address, or if in-store when the modem is handed to you.

Cancellation fees

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).

Previous Standard Introductory Offer

One month on us (removed from 26/8/24) – New customers who sign up to an eligible Optus Plus Everyday Basic 4G Plan will receive a credit equivalent to one month of the applicable plan access fee applied against the minimum total cost. Not available with any other offer unless specified. Available to Consumer and Business customers with a valid ABN/ACN only. Offer is forfeited if the customer recontracts or changes to an ineligible plan or cancels their 4G Internet Unlimited Plan.

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.

Plan changes

You can change your plan during your contract term to another eligible 4G Internet plan. If you change your plan during the contract term a fee may apply and any device repayments will remain the same.

Other information

Fair Go Policy

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

Managing your account

You can manage your account by visiting My Account at optus.com.au/myaccount

Relocating to a new address

When moving address, you are required to check your serviceability at optus.com.au/4ghomeinternet

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 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।
- 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**