

## Critical Information Summary

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

# \$48 Optus Loop Premium

## Plan (Minimum term: 36 months)

### Plan usage types

Standard local and national calls	Unlimited
Standard calls to Australian mobiles	Unlimited
Standard calls to Optus mobiles	Unlimited
Calls to 13/1300 numbers	Unlimited
Standard international calls	World Saver Rates <a href="http://optus.com.au/worldsaver">optus.com.au/worldsaver</a>
Maximum plan cancellation fee per service Does not include any device repayments (if applicable)	\$540
Minimum total cost Does not include any additional device repayments (if applicable)	\$1728

## Information about the service

Price per user. Before 1 April 2019, a cost of \$20 site package fee per month per Optus Loop Site was charged.

### Description of the Service

This is a Fixed Telephone Service which is delivered onto an IP Handset. The broadband data service may be supplied by Optus, or by another service provider. This Service does not include the cost of the internet connection.

### Minimum Term

You can only get this plan on a 36 month contract.

### Optus Loop Basic Availability

Optus Loop requires a mobile broadband internet service. Each Loop call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

### Small and Medium Business eligibility

To be eligible for this plan you or your business must provide us with a registered ABN, ARBN, or AON.

### Equipment Needs

An Optus supplied ATA or IP Handset is required for this service. These may be purchased outright or you can select a device repayment option spread across your 60 month contract at an additional cost.

### Special Promotions and Value Added Services

This summary doesn't include any special promotions or extra value added services that you select whilst you have this telephone plan.

### Site Package (available before 1 April 2019)

Site Packages available on orders before 1 April 2019. It includes all the numbers and features required to enable Optus Loop. Every Optus Loop site requires a Site Package. The Site Package is \$20 per month for the life of the plan for every Loop Site ordered.

### Included in Site Package

10 Optus Loop Numbers, 2 Auto Attendant, 2 Call Queues, 2 Hunt Groups, 2 Messaging Stations, 1 Office Anywhere, 1 Voicemail Portal, Site Admin Portal. An Optus Loop Site is a location defined by a number range and the above features associated with that number range. Multiple 'sites' may be at the same physical location.

### Cancellation Fees

The maximum cancellation fee is described in the table at the start of this summary. If you cancel your plan, you'll also have to pay any remaining payments for any device in full if you have chosen a device repayment option, plus all charges up until the date of cancellation.

### Features Included

Optus Loop Basic includes 15 business features. Full list of included features and optional features can be found in our standard form of agreements at: [optus.com.au/about/legal/standard-forms-agreement/small-business](http://optus.com.au/about/legal/standard-forms-agreement/small-business)

### Bundling arrangements

You don't need to bundle this plan with any other Optus Service. However, you might be able to get additional discounts if you have another Optus Service.

### Optus Fair Go Policy

Our Fair Go Policy's purpose is to ensure all our customers can access our services, and don't use our services in a manner we consider 'unreasonable' or 'unacceptable' use of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. For more information see [optus.com.au/fairgo](http://optus.com.au/fairgo)

### Other Information

#### Customer Service

You can call 1300 617 648 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](http://optus.com.au/customerhelp).

#### Customer complaints

You can contact our complaint resolution area by calling us on 1300 617 648. 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.

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