

## Critical Information Summary

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

# \$39 Optus Loop Basic Ultimate

### 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 to selected countries	Unlimited – Destinations per <b>World Saver</b> Rates – Located at <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a>
Standard international calls to other countries	<b>World Saver Ultimate</b> Rates - Located at <a href="https://optus.com.au/worldsaver">optus.com.au/worldsaver</a>

### Information about the service

Price per user license is \$39 per month (Inc. GST) excluding install and hardware costs.

#### Description of the Service

This is a VoIP (Voice over IP) 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.

#### 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 ACN.

#### Equipment Needs

A mobile application is provided by Optus if you are on the Loop Premium plan (iOS and Android). ATAs and IP Handsets are available for an additional cost if required.

#### 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 telephone plan.

#### Minimum Term

You can get this plan on 60-month contract. The Minimum Total Cost is \$2340.

#### Cancellation Fees

The maximum cancellation fee for Loop Basic is \$900 per service (\$15 per month for contract term). The fee will be charged pro-rata, based on remaining contract term. If an IP Handset purchase is amortised over the contract the monthly remaining amount of the selected IP Handset will be charged. If the Install charge is amortised over the contract, then the monthly remaining amount of the installation will be charged. If the 'Dubber Call Recording' or 'Artificial Intelligence' service options are contracted on this plan, then the service fees for the remainder of the contract term will be charged.

#### 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](https://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

The Fair Go Policy ensures 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. You can find the policy at [optus.com.au/fairgo](https://optus.com.au/fairgo)

### Other Information

#### Customer Service

You can call 13 33 43 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](https://optus.com.au/customerhelp)

#### Customer complaints

You can contact our complaint resolution area by calling us on 13 33 43. 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.