

## Critical information summary

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

# \$5 Mobile Broadband Business 250MB

Plan ID: 801076/10973485

| Plan Usage Types                            | Amount                 | Included Benefits? |
|---|------------------------|--------------------|
| <b>DATA USED IN AUSTRALIA</b>               |                        |                    |
| Monthly data inclusion                      | 250MB                  | Included           |
| <b>THINGS YOU WILL BE CHARGED EXTRA FOR</b> |                        |                    |
| Additional Data Within Australia            | \$10 per 1GB           |                    |
| Standard national SMS                       | 10c per 160 characters |                    |
| Standard international SMS                  | 50c per 160 characters |                    |
| Standard national MMS                       | 10c per message        |                    |
| Standard international MMS                  | 75c per message        |                    |
| International Data Usage see                | optus.com.au/travel    |                    |

## Information about the service

### Eligibility

To be eligible for these plans you or your business must provide us with a registered ACN, ARBN or ABN.

### Description of the Service

This is a Postpaid Mobile Broadband Service which includes a Data Allowance of 250MB for use within Australia.

### Minimum Term

You can get this plan on a month-to-month contract.

If your equipment is being delivered to you, there may be a delivery fee of \$9.95 per device.

### Data to share

These plans share data within Australia. If you have more than one plan that data shares on the same billing account, the included monthly data allowance will combine into one data pool, which will be shared by all the plans that share data on that account. If you use more than your included data (on any connected handset/mobile broadband device) we'll automatically give you another 1GB for \$10. If you use more than 150GB on a single billing account we may continue to charge you at the same rates or restrict your data until next billing period. Any unused data expires at the end of each billing month. If you don't want to share data between your services, they will need to be on separate billing accounts. Data is counted in kilobytes, and includes uploads and downloads.

### 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.

### Special Promotions and Bolt-ons

This summary excludes any special promotions or extra value added services (bolt-ons) that may be associated with your plan or added by you after your contract commences.

### Mobile Broadband Device

You need a compatible mobile broadband device to use this service. You can either:

- Bring your own device. To check it's compatible and set up to make the most of our network go to [optus.com.au/compatibility](https://optus.com.au/compatibility)
- Purchase a device from Optus. You can pay for it in full on your next bill or pay it off in 12 or 24 monthly repayments.

### 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 Fair Go 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](https://optus.com.au/fairgo)

## Information about pricing

### Minimum monthly charge

\$5 per month.

### Cancellation fees

Leave when you like – just pay any remaining device repayments (in full).

### Plan changes

If you change your plan during your contract term a fee may apply. Contact Customer Service if you would like further information.

### Data Usage

Data will be counted in kilobytes, and includes both uploads and downloads. The cost of 1MB of data within your Included Data Allowance is **\$0.0197/MB**. Additional data is automatically charged in 1GB increments once you've exceed your included data up to a maximum of 150GB. If you use more than this we may continue to charge you at the same rates or restrict your data use that month.

## Other information

### Tracking your spend

We'll provide you with email usage alerts once you've reached approximately:

> 50%, 85% and 100% of your Included Data  
You can also monitor your unbilled usage with these options:  
> Visit My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)  
For more information about usage alerts, see [optus.com.au/alerts](https://optus.com.au/alerts)

### Using your service overseas

You cannot use your included value and data if you are overseas. To avoid any nasty surprises, see [optus.com.au/travel](https://optus.com.au/travel) for information on roaming charges and tips on how to control your spend.

### Paper invoice fee

A \$2.20 fee will be charged each month if you choose to receive a paper bill. To see your bills online, or request email billing go to [optus.com.au/myaccount](https://optus.com.au/myaccount)

### Payment processing fee

If you don't pay by direct debit (bank account or credit card) or BPay savings, a payment processing fee will apply. For details go to [optus.com.au/payments](https://optus.com.au/payments)

### Late Payment fee

If you don't pay your bill by its due date we may charge you a late fee. For more information please see the Optus Standard Form of Agreement.

### Customer service

You can call 133 937 for assistance on your account balance, usage status, payment details and other information. 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** for consumer customers or **133 343** for small business customers. 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**.