

## Critical information summary

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

# My Plan Plus – 24 months (Sept 2018 Promo)

Plan (Minimum term: 24 months)	\$45	\$65	\$85	\$105	\$125
Plan ID	801035 / 10890685	801036 / 10890695	801037 / 10890705	801038 / 10890715	801039 / 10890725
Minimum monthly charge	\$45/mth	\$65/mth	\$85/mth	\$105/mth	\$125/mth
Standard national calls and text	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data to share	4GB	20GB	50GB	200GB	200GB
Standard international calls and text to 35 Selected Countries from Australia	–	–	Unlimited	Unlimited	Unlimited
Standard roaming calls and SMS for use while overseas (in Zone 1 countries)	–	–	–	Unlimited	Unlimited
Roaming data for use while overseas (in Zone 1 countries)	–	–	–	2GB	4GB
Minimum total cost Does not include any additional handset repayments	\$1,080	\$1,560	\$2,040	\$2,520	\$3,000

## Information about the service

### Eligibility

My Plan Plus plans are available to new and recontracting services. Eligible customers may rate plan change to these plans – see 'Plan Changes' section.

### Handset

You must purchase a handset to use with your plan and pay it off over 24 months. Handset repayments may apply depending on the handset you pick. When you connect to a plan which has a monthly handset credit, this will reduce the monthly repayment cost of the handset you have chosen. If you cancel early, you will forfeit any handset credit and will have to pay the remaining handset repayments in full.

### New Phone Trade-up

These plans include the option of upgrading early to a new phone on a new contract. After 12 months on these plans, you have the option to pay a one-off fee of **\$149**, return your original mobile handset to Optus in good working order and sign up to a new eligible 24-month plan (either purchasing a phone or leasing one depending on the plan and phone you choose). You may also need to sign a separate agreement with our second hand vendor to transfer ownership of your original mobile handset. Alternatively, if you wish to keep your original mobile handset, you can simply pay out the full remaining cost of your mobile handset, including any monthly handset credit that Optus was going to cover. You are under no obligation to use the New Phone Trade-up option.

### Included value

Monthly inclusions are set out in the table above and included usage types are outlined below:

- **Standard national calls and text**  
Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.

- **Standard international calls and text from Australia**

If you have the \$85, \$105 or \$125 plan included calls, SMS and MMS can be used to standard numbers to the following countries: Brazil, Brunei, Cambodia, Canada, Mainland China, Colombia, Denmark, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Lebanon, Malaysia, Malta, Mexico, New Zealand, Norway, Poland, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, UK, USA, Vietnam (**Selected Countries**).

- **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 (either on the handset or 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.

- **International roaming calls and text**

If you have a \$105 or \$125 plan you can use included roaming value while overseas in Zone 1 countries for calls to standard national and international numbers and SMS (excludes MMS). See section 'Using your service overseas' for additional information. (See [optus.com.au/zone1](http://optus.com.au/zone1) for list of Zone 1 countries).

### What's not included

Your monthly calls, text and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers or content charges. For details of those charges please refer to your pricing plan in the Postpaid Mobile standard agreement found at [optus.com.au/sfoa](http://optus.com.au/sfoa)

Where your plan includes standard international calls, SMS/MMS, you can only use to Selected Countries. Calls outside of your inclusions or to excluded countries will be charged at standard international PAYG rates, see [optus.com.au/international](http://optus.com.au/international) for rates. Plans with roaming inclusions (if applicable) can only be used in Zone 1 countries and once you have exceeded any inclusions you will be charged at roaming rates. See [optus.com.au/zone1](http://optus.com.au/zone1) for more information.

## Special promotions and extras

This summary may not cover all special promotions or optional extras you may select. Streaming and entertainment options are available and charges may apply depending on your plan. By signing up to a streaming or entertainment option, you agree that it is subject to change at any time. We will try to give you 21 days' prior notice of a change, however, this does not entitle you to terminate your plan. Streaming or entertainment options can be cancelled at any time; you just pay for these charges until the end of that bill cycle and your plan will continue for the rest of its term.

## 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', including, but not limited to 'non-ordinary' or 'commercial purpose 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](https://optus.com.au/fairgo)

## Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. If you use your mobile for things not included in your plan or exceed your monthly data allowance, you'll have to pay more than your minimum monthly charge set out in the table.

## Cancellation

There are no plan cancellation fees. You will simply need to pay out the full remaining cost of your mobile handset, which will include any monthly device credit that Optus was going to cover. Plus all charges incurred up until the date of cancellation.

## Plan changes

You can change your plan during your contract term provided you move to another My Plan Plus plan (excludes SIM Only) with a higher monthly access fee. You cannot change your plan during the contract term to a plan with the same or lower monthly access fee. If you change your plan during your contract term a fee may apply and any handset repayments will remain the same.

## Billing

- **Paper invoice fee**  
You'll be charged **\$2.20** 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 [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

## Other information

### Tracking your spend

We'll send SMS usage alerts to your mobile phone once you've reached approximately:

- 50%, 85% and 100% of your included data
- Each time you incur charges of \$50 (inc GST) on services that aren't part of your plan's included calls, texts or data
- When you've reached 85% and 100% of any additional data that you've used above your standard plan inclusion each month
- When we automatically add an additional 1GB data for \$10 to your account

### You can monitor your unbilled usage by:

- Downloading the My Optus App from [optus.com.au/myoptusapp](https://optus.com.au/myoptusapp)
- Visiting 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

To use your mobile phone and any applicable roaming inclusions when you're overseas, you need to activate roaming if it's not already on. Check your roaming settings and turn roaming on/off using the My Optus App or My Account.

If you have a \$105 or \$125 plan it includes international roaming as described in the table at the start of this summary. You can only use your international roaming inclusions in selected Zone 1 countries. You cannot use your plan's other call, text and data if you are overseas. If you are not in a Zone 1 country or exceed the data limit you will be charged at standard roaming rates. These plans are not compatible with travel packs.

If you have a \$45, \$65 or \$85 plan you cannot use your plan's monthly calls, text and data inclusions if you are overseas. You will be charged at standard roaming rates, or you can purchase a travel pack (only available for Zone 1 countries).

For the list of Zone 1 countries, see [optus.com.au/zone1](https://optus.com.au/zone1) for information on roaming call and data rates.

### Customer Service

You can use the My Optus App on your mobile to pay a bill, check your account balance and usage, chat to customer care and more. Download the My Optus App from [optus.com.au/myoptusapp](https://optus.com.au/myoptusapp) 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**.