

## Critical information summary

# \$35 Mobile Broadband Business 10GB

Plan ID: 800709/800551/10616285/11239639

## Information about the service

### Eligibility

Services on plans that were launched prior to 11 March 2016 cannot rate plan change to this plan. Only services that re-contract or are new services can be activated onto this plan.

### Description of the service

This is a Postpaid Mobile Broadband Service which includes a Data Allowance of 10GB for use within Australia.

### Minimum term

You can get this plan on a month-to-month or 24 month contract.

The minimum total cost is **\$840** on a 24 month contract.

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

Plan usage types	Amount (inc. GST)	Included benefit?
<b>Data used in Australia:</b>		
Monthly data inclusion	10GB	✓
<b>Things you will be charged extra for:</b>		
Additional Data Within Australia	\$10 per 1GB	✗
Standard national SMS	10c per 160 characters	✗
International SMS	50c per 160 characters	✗
Standard national MMS	10c per message	✗
International MMS	75c per message	✗
International Data Usage	see <a href="http://optus.com.au/travel">optus.com.au/travel</a>	✗

Charges for other usage types can be found at [optus.com.au/standardagreements](http://optus.com.au/standardagreements)

### New Tablet Trade Up - Available on 24 month contracts only

If you are on a 24 month contract, then you have the option of New Tablet Trade Up included as part of your plan. After 12 months on this plan, you have the option to pay a one-off fee of \$99, return your original tablet to Optus in good working order and purchase a new tablet on a new 24 month plan. You will also need to sign a separate agreement with our second hand vendor to transfer ownership of your original tablet. Alternatively, if you wish to keep your original tablet, you can simply pay out the full remaining cost of your tablet, including any monthly device credit that Optus was going to cover. You are under no obligation to use the New Tablet Trade Up option and this option is only available to new and recontracting customers from 11 March 2016 and is not available to services on a month to month plan. For further information please go to [optus.com.au/newtabletradeup](http://optus.com.au/newtabletradeup)

### Data Pool

If you have more than one My Plan Plus (including SIM Only), My Plan Business (including SIM & Tech Fund), My Plan Flex, My Plan Business Flex, Business Lease, My Mobile Broadband Plus or Mobile Broadband Business plan on the same billing account, the included monthly data allowance will combine into one data pool, which will be shared by all the services on that account. Any unused data in the data pool expires at the end of each billing month.

Services that share data may have a service login to My Account which will display all service numbers contributing to or using the shared data pool on the account, and the amount each service has used.

If you don't want to share data between your services, they will need to be on separate billing accounts.

Data sharing is only available within Australia.

### 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.

### Mandatory goods

You need a compatible mobile internet device to use this service. If you choose to buy a modem or tablet from us you may be able to pay for it in monthly repayments.

If you buy or bring your own compatible 4G device, you can access our 4G Plus network on this plan.

See [optus.com.au/coverage](http://optus.com.au/coverage) for details.

### 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](http://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 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](http://optus.com.au/fairgo)

## Information about pricing

### Minimum monthly charge

\$35 per month.

### Cancellation

If you leave your plan early, there are no plan cancellation fees. You will simply need to pay out the full remaining cost of your tablet, which will include any monthly device credit that Optus was going to cover. You will also need to pay the pro-rated monthly access fee for your final month and any charges incurred up until the cancellation date. This could include usage that is excluded from your plan or excess fees if you've used more than the included values.

### Plan changes

You can change your plan during your contract term provided you move to a plan 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 device repayments will remain the same.

### Data Usage

Data will be counted in kilobytes, and includes both uploads and downloads. The cost of 1MB of data within your Included Data is **\$0.0034/MB**. Additional data is automatically charged at \$10 for each additional 1GB of data that you use (or part thereof) once you've exceeded your included data up to a maximum of 150GB per account. If you use more than this we may continue to charge you at the same rates or restrict your data use that month.

### 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.

## 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/roaming](https://optus.com.au/roaming) for information on roaming charges and tips on how to control your spend.

### Device guide

A step by step guide on how to set up your new device and assist with basic troubleshooting enquiries is available at [devicehelp.optus.com.au](https://devicehelp.optus.com.au)

### 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**.