

## Critical information summary

# \$59 My Plan Plus

Plan ID: 800832/20091539

**Unlimited standard national talk & text**

**20GB of data to share**

**Up to 150 minutes for standard international calls** (To selected countries)

**Unlimited standard international text** (To selected countries)

**Included handset**

Handset repayments may also apply depending on the new phone you pick.

For use within Australia

## Information about the service

### Eligibility

New Services available through all channels including Retail, Online and Telesales. Recontracting services can be purchased online only. Existing customers cannot rate plan change to this plan.

### How your plan works

If you use more than your included data during your billing month (either on your mobile phone or any connected mobile/mobile broadband device), we'll automatically give you another 1GB for \$10. Each time you use all of your data inclusion we'll give you another 1GB for \$10, up to a maximum of 150GB additional data on one account per month. Your service may then be restricted or we may continue to charge you at these rates.

At the end of your billing month, you'll automatically be moved back to your plan's inclusions and charges.

### Minimum term

It's available on a 24 month contract. The minimum total cost is **\$1,416** over 24 months (excluding any handset repayments).

### New phone trade up

This plan includes the option of New Phone Trade Up. So after 12 months on this plan, you have the option to pay a one-off fee of \$99, return your original mobile handset to Optus in good working order and purchase a new mobile handset 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 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 and this option is only available to new and recontracting customers from 11 March 2016. For further information please go to [optus.com.au/newphonetradeup](http://optus.com.au/newphonetradeup)

### Data pool

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 eligible 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,

### Data usage in Australia

Monthly data inclusion	20GB
------------------------	------

### Unlimited usage types

Standard national talk, text & 13/1300/1800 numbers	UNLIMITED
---	-----------

Standard International SMS/MMS (To selected countries <a href="http://optus.com.au/international">optus.com.au/international</a> )	UNLIMITED
--	-----------

Voice mail retrievals/deposits & national diversions	UNLIMITED
--	-----------

### Things you'll be charged extra for

Directory Assistance 1223	50c per call
---------------------------	--------------

Standard national video calling	\$1.00 per minute plus 40c flagfall
---------------------------------	-------------------------------------

124YES	90c per minute plus \$1.75 flagfall
--------	-------------------------------------

International Calls (Outside your included minutes and to excluded countries)	See <a href="http://optus.com.au/international">optus.com.au/international</a>
---	--

International SMS (To excluded countries)	50c per text up to 160 standard characters
---	--

International MMS (To excluded countries)	75c per MMS
---	-------------

International video calling	\$1.50 per minute plus 35c flagfall
-----------------------------	-------------------------------------

International Diversions	'yes' International Rates. See <a href="http://optus.com.au/international">optus.com.au/international</a>
--------------------------	---

Premium talk and text to 19 numbers (e.g. competitions, TV voting, content)	Additional charges apply
---	--------------------------

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.

### Special promotions and bolt-ons

This summary doesn't cover any special promotions or extra value added services (bolt-ons) that you may also select.

### 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)

# OPTUS

## Information about pricing

### Minimum monthly charge

\$59 per month.

### International inclusions

Calls are charged per minute. When included minutes for calls to selected countries are used up, standard international call charges apply. Included calls/SMS/MMS can be used to the following countries: Austria, Bangladesh, Cambodia, Canada, Chile, China, Croatia, France, Germany, Greece, Hong Kong, Hungary, Indonesia, India, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, USA and Vietnam. See [optus.com.au/international](https://optus.com.au/international)

### 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 mobile handset, which will include any monthly handset 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 another My Plan Plus (excludes SIM Only) 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 handset repayments will remain the same.

### Additional data

Data will be counted in kilobytes, and includes uploads and downloads.

If you use more than your included data during your billing month (either on your mobile phone or any connected mobile/mobile broadband device), we'll automatically give you another 1GB for \$10 up to a maximum of 150GB additional data on one account per month.

Your service may then be restricted or we may continue to charge you at these rates.

At the end of your billing month, you'll automatically be moved back to your plan's inclusions and charges.

Any additional usage charges will be applied to the first service connected to a plan that shares data

### 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 national and international minutes or included shareable data
- Each time you incur charges of \$45.45 (ex GST) or \$50 (inc GST) of charges on services that aren't part of your plan's included standard national and international minutes or data.
- We'll also send you an SMS when you've reached 85% and 100% of any additional minutes or data that you've used above your standard plan inclusion each month.

You can monitor your unbilled usage by:

- Visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)
- Downloading the My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)

Mobile phones can check their usage and shared data services' usage using My Optus App or in My Account using a service level log in. The account holder can check usage for all devices using My Account.

For more information about usage alerts, including setting up alerts for any mobile broadband devices attached to your My Plan Plus see [optus.com.au/alerts](https://optus.com.au/alerts)

### Using your service overseas

You cannot use your included minutes and shareable data if you are overseas. If you want to use your mobile phone when you're overseas you'll need to activate roaming if it's not already on. You can check your roaming settings and turn it on/off using My Optus App or My Account:

- You will be charged at standard roaming rates or
- You can purchase a travel pack. You will need a separate travel pack for each mobile (note, these are only available for certain countries)

To avoid surprises, see [optus.com.au/travel](https://optus.com.au/travel) for information on roaming call rates and data rates, tips on how to control your spend and details on our travel packs.

### 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 use 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)

### 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**.