

# Critical Information Summary

## Information about the service – \$20 Optus My Time Plan

### Description of the Service

This is for Postpaid Mobile Services and includes the following monthly Included Value Allowances for use within Australia:

- > 15 untimed standard national voice calls to mobiles and fixed lines within Australia
- > 20 standard national SMS
- > 20MB Data Allowance
- > Unlimited Voicemail
- > Unlimited standard national calls to one Australian landline

### Minimum Term

You can get this plan on a month-to-month, 12 month or 24 month contract.

The Minimum Total Cost is **\$240** on a 12 month contract and **\$480** on a 24 month contract.

Usage Types	Amount (inc. GST)	Plan Inclusion or Included Value/Data Allowance?
<b>Usage types in Australia:</b>		
Standard national voice Australian mobiles and fixed lines	First 15 calls are included and then \$1.00 flat rate per call	✓
Standard national SMS	First 20 standard national SMS are included and then 25c per SMS up to 160 standard characters	✓
Calls to one nominated Australian fixed line number from your mobile	Unlimited – rates do not apply	✓
Voicemail deposits	Unlimited – rates do not apply	✓
Voicemail retrievals	Unlimited – rates do not apply	✓
<b>Excluded usage types in Australia:</b>		
Directory Assistance 1223	50c per call	x
124YES	\$2.75 per call	x
Standard national MMS	50c per MMS	x
Standard national calls to 13/1300/1800 numbers	90c per minute plus 35c flagfall	x
Standard national video calling	\$1.00 per minute plus 40c flagfall	x
<b>International usage types from Australia:</b>		
International calls	See <a href="http://optus.com.au/international">optus.com.au/international</a>	x
International SMS	50c per SMS up to 160 standard characters	x
International video calling	\$1.50 per minute plus 35c flagfall	x
<b>Data usage in Australia:</b>		
Monthly Data Allowance	20MB	✓
Excess data charges in Australia	50c per MB	x
<ul style="list-style-type: none"> <li>&gt; Charges for other usage types can be found at <a href="http://optus.com.au/standardagreements">optus.com.au/standardagreements</a></li> <li>&gt; For info on charges if you use your service overseas (Roaming) see <a href="http://optus.com.au/roaming">optus.com.au/roaming</a></li> </ul>		

### 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 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 mobile plan.

### Mandatory goods

You need a mobile phone to use this service. If you choose to buy a phone from us you may be able to pay for it in monthly repayments.



### Optus Mobile Fair Go™ policy

Optus Mobile Fair Go™ policy applies to 'unreasonable use', 'unacceptable use', 'commercial purpose use', 'non-personal use' and 'non-ordinary use' of this plan. For further details go to [optus.com.au/mobilefairgo](http://optus.com.au/mobilefairgo)

## Information about pricing

### Minimum monthly charge

\$20 per month.

### Cancellation fees

The maximum cancellation fee is **\$240** on a 24 month contract and **\$120** on a 12 month contract.

This fee will decrease in intervals after the first half of your contract term. If you cancel your plan, you'll also have to pay any remaining payments for your phone if you have chosen a handset repayment option. If you receive a monthly handset credit you will no longer be entitled to the credit and you'll have to pay the remaining handset payments 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. After you've used your Included Data Allowance, each megabyte of excess data within Australia costs \$0.50/MB.

### Mobile Calls and Texts

You get 15 untimed calls to mobiles and fixed lines within Australia.

Once you have used this, the cost of making a 2 minute standard national mobile call is \$1.00 flat rate, irrespective of the length of the call.

The cost of sending a standard national SMS to Australian mobiles is 25c per message up to 160 standard characters.

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

### Payment processing fee

If you pay by BPay savings or direct debit from a bank account, there are no processing fees. A processing fee applies to payments made by credit or charge card and if you pay at Australia Post. For details go to [optus.com.au/payments](http://optus.com.au/payments)

## Other information

### Tracking your spend

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

- > 50%, 85% and 100% of your Included Value or Data Allowance (whichever comes first); and
- > Each \$100 (ex. GST) of charges on services that aren't part of your plan's Included Value.

You can also monitor your unbilled usage with these options:

- > Visit My Account at [optus.com.au/myaccount](http://optus.com.au/myaccount)
- > Download the My Optus App on your Android™ or iPhone® at [optus.com.au/MyOptusApp](http://optus.com.au/MyOptusApp)

For more information about usage alerts, see [optus.com.au/alerts](http://optus.com.au/alerts)

### Using your service overseas

You cannot use your included value, minutes or data if you are overseas. Also, your usage details and alerts may take longer than normal to update.

To avoid any nasty surprises, see [optus.com.au/roaming](http://optus.com.au/roaming) for information on roaming charges and tips on how to control your spend.

### Customer Service

You can call **1509 for free** from your Optus Mobile for self-service 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](http://optus.com.au/customerhelp)

### Customer complaints

You can contact our complaint resolution area by calling us on **133 937**. 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**.

This is a summary only – the full Terms and Conditions for this plan can be found at [optus.com.au/standardagreements](http://optus.com.au/standardagreements)