

# Critical Information Summary

## Information about the service – ‘yes’ \$29 Social

### Description of the Service

This is for Postpaid Mobile Services and includes the following monthly value allowances for use within Australia:

- > \$150 Included Call and Messaging Value
- > 200MB Data Allowance
- > Unlimited mobile access to Facebook®, Twitter®, Myspace and YouTube

This plan is only available to existing Optus Postpaid Mobile customers.

### Minimum Term

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

The Minimum Total Cost is **\$348** on a 12 month contract and **\$696** 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 calls to Optus Mobiles  | 82c per minute plus 35c flagfall   | ✓   |
| Standard national voice calls to other Australian mobiles   | 82c per minute plus 35c flagfall   | ✓   |
| Standard national voice calls to fixed lines  | 82c per minute plus 35c flagfall   | ✓   |
| Standard national SMS   | 25c per SMS up to 160 standard characters  | ✓   |
| Standard national MMS   | 25c per MMS  | ✓   |
| Standard national calls to 13/1300/1800 numbers   | 82c per minute plus 35c flagfall   | ✓   |
| Voicemail deposits  | No Charge  | ✓   |
| Voicemail retrievals  | 30c per 30 seconds   | ✓   |
| Standard national video calling   | \$1.00 per minute plus 35c flagfall  | ✓   |
| Directory Assistance 1223   | 50c per call   | ✓   |
| <b>Excluded usage types in Australia:</b>   |  |   |
| 124YES  | 82c per minute plus \$1.75 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  | ✓   |
| International MMS   | 75c per MMS  | x   |
| International video calling   | \$1.50 per minute plus 35c flagfall  | x   |
| <b>Data charges in Australia:</b>   |  |   |
| Monthly Data Allowance  | 200MB  | ✓   |
| Excess data charges in Australia  | 10c per MB   | x   |
| Social media in Australia: Excludes Facebook® SMS alert service or other social network alert services, external links through the sites, non-mobile versions of the sites and access to the sites through devices other than your mobile using your mobile's 'WiFi hotspot' or data tethering settings. These will count towards your included mobile internet data usage. | Unlimited mobile access to Facebook®, Twitter®, Myspace and YouTube – rates do not apply | ✓   |
| <p>&gt; Charges for other usage types can be found at <a href="http://optus.com.au/standardagreements">optus.com.au/standardagreements</a></p> <p>&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></p>  |  |   |

### 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 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.

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### 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.

### 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)

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## Information about pricing

### Minimum monthly charge

\$29 per month.

### Cancellation fees

The maximum cancellation fee is **\$480** on a 24 month contract and **\$310** 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 \$0.10/MB.

### Mobile Calls and Texts

A standard national call to any Australian mobile for 2 minutes including flagfall would cost \$1.99.

If you restricted your use solely to standard national calls to Australian mobiles, each of 2 minutes in duration, you could make 75 calls per month from your Included Value.

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)

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## 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)