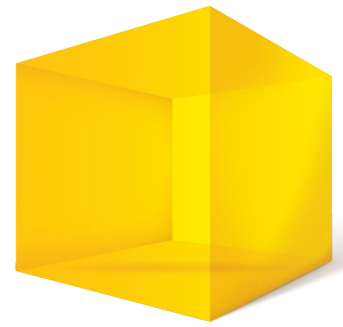


Critical Information Summary

Information about the service – \$20 Optus Plan



Description of the Service

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

- > \$70 Included Call and Messaging Value
- > 100MB Data Allowance

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?
Usage types in Australia:		
Standard national voice calls to Optus Mobiles	90c per minute plus 35c flagfall	✓
Standard national voice calls to other Australian mobiles	90c per minute plus 35c flagfall	✓
Standard national voice calls to fixed lines	90c per minute plus 35c flagfall	✓
Standard national SMS	25c per SMS up to 160 standard characters	✓
Standard national MMS	50c per MMS	✓
Standard national calls to 13/1300/1800 numbers	90c per minute plus 35c flagfall	✓
Voicemail deposits	Unlimited – rates do not apply	✓
Voicemail retrievals	90c per minute	✓
Excluded usage types in Australia:		
Directory Assistance 1223	50c per call	✗
Standard national video calling	\$1 per minute plus 40c flagfall	✗
124YES	90c per minute plus \$1.75 flagfall	✗
International usage types from Australia:		
International calls	See optus.com.au/international	✗
International SMS	50c per SMS up to 160 standard characters	✗
International MMS	75c per MMS	✗
International video calling	\$1.50 per minute plus 35c flagfall	✗
Data usage in Australia:		
Monthly Data Allowance	100MB	✓
Excess data charges in Australia	25c per MB	✗
<ul style="list-style-type: none"> > Charges for other usage types can be found at optus.com.au/standardagreements > For info on charges if you use your service overseas (Roaming) see optus.com.au/roaming 		

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.

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

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 \$0.25/MB.

Mobile Calls and Texts

A standard national call to any Australian mobile for 2 minutes including flagfall would cost \$2.15.

If you restricted your use solely to standard national calls to Australian mobiles, each of 2 minutes in duration, you could make 32 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

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

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 Included 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
- > Download the My Optus App on your Android™ or iPhone® at optus.com.au/MyOptusApp

For more information about usage alerts, see optus.com.au/alerts

Using your service overseas

Your Included Value does not apply to phone usage if you are overseas. Also, your usage details and alerts may take longer than normal to update.

To avoid any surprises, see optus.com.au/roaming for information on roaming call and data rates, tips on how to control your spend and details on our data roaming packs.

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

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