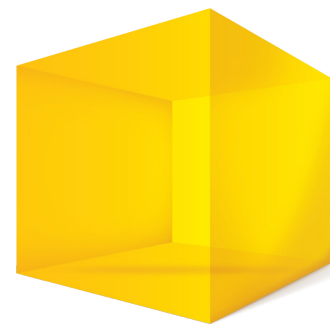


Critical Information Summary

Information about the service – Thuraya PAYG SatGSM 149



Description of the Service

The Thuraya PAYG SatGSM 149 is for Thuraya Satellite Postpaid Mobile Services. The service uses a Thuraya satellite handset and operates on the Thuraya satellite network. Depending on the handset selected, you can use the service on either the satellite network only, or switch between the Satellite network (Satellite Mode) and Optus 2G network (GSM Mode).

This plan includes the following monthly Included Value Allowance:

- > \$25 Included Call Value for standard national calls made within Australia while in Satellite Mode only
- > \$124 Included Call Value for standard national calls and SMS made within Australia while in GSM mode.

Minimum Term

You can get this plan on a 24 month contract.

The Minimum Total Cost is **\$3,675** on a 24 month contract.

Activation fee

A once-off activation fee of \$99 is payable on your first bill.

| Usage Types | Amount (inc. GST) | Plan Inclusion or Included Value/Data Allowance? |
|---|---|--|
| Usage types while in Satellite Mode: | | |
| Standard national voice calls to Australian mobile and fixed line numbers | \$1.30 per minute plus 40c flagfall | ✓ |
| Standard national SMS | 75c per SMS up to 160 standard characters | ✗ |
| International SMS | \$1.00 per SMS up to 160 standard characters | ✗ |
| Calls to international and other satellite numbers | \$6.50 per minute plus 40c flagfall | ✗ |
| Data charges (charged in 10KB increments) | 9c per 10KB | ✗ |
| Voicemail deposit | \$1.30 per minute | ✗ |
| Voicemail retrieval | \$1.30 per minute plus 40c flagfall | ✓ |
| Usage types within Australia, while in GSM Mode: | | |
| Standard national voice calls to Australian mobile and fixed line numbers | \$0.92 per minute plus 40c flagfall | ✓ |
| Standard national SMS | 25c per SMS up to 160 standard characters | ✓ |
| Standard national MMS | 50c per MMS | ✓ |
| Data charges (charged in 1KB increments) | \$0.015 per KB until you reach \$9.90 in usage. Free usage thereafter up to 5MB. Excess Data Charges after 5MB – \$0.003 per KB | ✗ |
| Voicemail deposits | \$0.05 (untimed) | ✓ |
| Voicemail retrievals | \$0.60 per minute | ✓ |
| International usage types from Australia, while in GSM Mode: | | |
| International SMS | 50c per SMS up to 160 standard characters | ✓ |
| International MMS | 75c per MMS | ✗ |
| <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 | | |

Mandatory goods

You need a Thuraya satellite mobile handset to use this service. It is possible to bring your own Thuraya Satellite mobile handset for use with this service or you can purchase one from us.

The cost of a Thuraya XT satellite mobile handset purchased from Optus starts at \$1,100. This phone can only be used in Satellite Mode.

The cost of a Thuraya XT Dual satellite mobile handset purchased from Optus starts at \$1,540. This phone can be used in both GSM and Satellite Mode.

Special Promotions and Bolt-ons

This summary doesn't include any special promotions or extra value added services (bolt-ons) that you select whilst you have this service.

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

Optus Thuraya Service Important Information

The Thuraya Satellite Service is not guaranteed in any location even while in the Thuraya coverage area. This is because satellite calls require a clear line of sight to a Thuraya satellite. Obstructions such as buildings, heavy tree coverage, or people may restrict the signal. For coverage details please see optus.com.au/coverage

- > To use the Thuraya Satellite Service, you must have International Roaming activated
- > When in Satellite Mode, Emergency Dialling is not possible without an active Optus Thuraya SIM card in the handset
- > Emergency Dialling may not be possible while the keypad is locked
- > Emergency Dialling may not operate in all locations or countries overseas when in Satellite Mode (as per International Roaming)
- > Satellite calling requires the Australian area code for local landline numbers. eg 02 for a NSW number
- > Sending and receiving SMS between other Australian carriers (for example, Telstra, 3 or Vodafone) and other satellite or international carriers (such as Globalstar, Inmarsat or Iridium) is not guaranteed when your phone is in Satellite Mode
- > Satellite to satellite calls cannot restrict CLI
- > MMS, 1900 services, Premium SMS (PSMS) and Restricted Access (RA) services are not available in Satellite Mode
- > The Thuraya handset does not support Push To Talk (PTT), Optus Zoo, MyZooNow, Mobile IM, TrueLocal, Video Calling, Optus 3G or dual band services.

Information about pricing

Minimum monthly charge

\$149 per month.

Cancellation fees

If you cancel your service before your contract ends, you must pay a cancellation fee. The maximum cancellation fee at the start of your contract is **\$1,249**. The cancellation fee will decrease during your contract period. If you change your plan before the end of your minimum term, we may charge you a fee. You should contact Customer Service for further information on the fees that may apply in your case.

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

The cost of downloading 1MB of data in Satellite Mode is \$9.00.

The cost of downloading 1MB of data in GSM mode is \$9.90.

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

Mobile calls

A standard national call to any Australian mobile for 2 minutes, while in Satellite Mode costs \$3.00, including flagfall.

A standard national call to any Australian mobile for 2 minutes, while in GSM mode, costs \$2.24 including flagfall.

The cost of sending a standard national SMS to Australian mobiles while in Satellite Mode is 75c per message up to 160 standard characters.

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

If you restricted your use solely to standard national mobile calls to other Australian mobiles, each of 2 minutes in duration, you could make 8 calls per month while in Satellite Mode and 55 calls per month while in GSM Mode from your Included Value.

Paper invoice fee

A paper bill is provided at no charge.

Other information

For full details of charges applicable to this service, please visit optus.com.au/standardagreements

Using your service overseas

Charges for using your mobile overseas are more expensive while in GSM mode. 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 **1800 500 269** between 8am and 8pm AEST Monday to Friday for assistance and account information.

Customer complaints

If you have any complaints regarding your service, please contact **1800 500 269**. 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