

# Critical Information Summary

Information about the service –

## \$100 My Plan UL min 3GB

### Description of the Service

The **\$100** My Plan UL min 3GB is for Postpaid Mobile Services and includes the following monthly inclusions for use within Australia:

- > Unlimited standard national voice calls
- > Unlimited standard Text and MMS to Australian mobiles
- > 3GB of Mobile Internet Data.

### Minimum Term

The **\$100** My Plan is available on a 24 month contract.

The Minimum Total Cost is **\$2400** over 24 months.

### How My Plan works

On the **\$100** My Plan you will pay a **\$100** monthly fee and receive a monthly base plan of included voice minutes and data

### During the month

If you use more than your base data inclusion we'll automatically move you up and charge you for another level of data as per the table below.

If you then use more than that level, you will automatically be moved up to and charged for the next level after that.

For example, you use 3.5GB of data during the month. As your base inclusion is 3GB, this means you've gone over your base plan by 0.5GB (500MB). We'll automatically move you up to the next level which is 1GB extra data for **\$10**.

### At the end of your billing cycle

Once your billing cycle ends, you'll automatically move back to the original inclusions and charges of your base **\$100** My Plan (i.e. **\$100** for unlimited standard national voice calls and 3GB data).

\$100 My Plan	Minutes	Cost of Minutes	Data	Cost of Data
<b>MONTHLY BASE INCLUSION</b>	Unlimited	\$60 per month	3GB	\$40 per month
	<b>ADDITIONAL MINUTES</b>		<b>ADDITIONAL DATA</b>	
<b>LEVEL ONE</b>	N/A		3GB - 4GB	\$10
			And then \$10 for each additional 1GB (or part thereof) that you use, up to a maximum of 20GB per month. Your service may then be restricted or we may continue to charge you at these rates.	

Usage types included in your minutes	Included in Minutes	Unlimited usage types	Rates
Standard national voice calls to Optus Mobiles	Yes	Standard national Text	Unlimited – Rates do not apply
Standard national voice calls to other Australian mobiles	Yes	Standard national MMS	Unlimited – Rates do not apply
Standard national voice calls to fixed lines	Yes	Calls to 1800 numbers	Unlimited – Rates do not apply
National diversions	Yes	VoiceMail diversions and deposits	Unlimited – Rates do not apply
VoiceMail retrievals	Yes		
Calls to 13/1300 numbers	Yes		
<b>Mobile Internet Data</b>			
Monthly data inclusion	3GB		
Additional data charges in Australia	See "Data Usage" section		
<b>ALL WITHIN AUSTRALIA</b>			

### 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 Bolt-ons

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)

### Other common usage types not included in your minutes

### Rates (inc GST)

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	See: <a href="http://optus.com.au/international">optus.com.au/international</a>
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

# Information about pricing

## Minimum monthly charge

**\$100** per month

## Cancellation fees

The maximum cancellation fee is **\$1200** on a 24-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. On the **\$100** My Plan you get base 3GB of data each month for use within Australia. If you use more than your 3GB data inclusion, you will automatically be moved up to the next 1GB level and charged **\$10** for each additional 1GB of data (or part thereof), up to a maximum of 20GB per month, after which point your service may be restricted or we may continue to charge you at these rates.

The cost of 1MB included data is **\$0.0130**

## Mobile Calls and Text

You get unlimited standard national calls to Australian mobiles within Australia.

You get unlimited standard national Text and MMS to mobiles within Australia.

## 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)

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

# Other information

## Tracking your spend

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

- > 50%, 85% and 100% of your included minutes or data inclusion (whichever comes first); and
- > We'll also send you a text when you've reached 85% and 100% of any additional levels of minutes or data that you use above your standard plan each month.
- > Each **\$100** (ex. GST) of charges on services that aren't part of your plan's included minutes or data.

You can also monitor your unbilled usage by:

- > Visiting My Account at [optus.com.au/myaccount](http://optus.com.au/myaccount)
- > Downloading 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. Remember, you can call Optus Customer Service and Technical Support from your Optus mobile at no charge.

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 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.

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)

