

Critical Information Summary

Information about the service –

\$35 My Plan 200min 200MB

Description of the Service

The **\$35 My Plan 200min 200MB** is for Postpaid Mobile Services and includes the following monthly inclusions for use within Australia:

- > 200 minutes of standard national voice calls
- > Unlimited standard Text and MMS to Australian mobiles
- > 200MB of Mobile Internet Data

Minimum Term

The \$35 My Plan is available on a 24 month contract.

The Minimum Total Cost is **\$840** over 24 months.

How My Plan works

On the **\$35 My Plan** you will pay a **\$35** monthly fee and receive a monthly base inclusion of voice minutes and data.

During the month

If you use more than your base voice or data inclusions we'll automatically move you up and charge you for another level of minutes or 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. You'll only move up a level for the minutes or data inclusion you've used up.

For example, you make 250 minutes of standard national calls during the month. As your base inclusion is 200 minutes, this means you've gone over your plan's talk inclusion by 50 minutes. We'll automatically move you up to the next level which is 250 extra minutes for **\$10**.

At the end of your billing cycle

Once your billing cycle ends, you'll be automatically moved back to the inclusions and charges of your base **\$35 My Plan** (i.e. **\$35** for 200 minutes and 200MB data).

| \$35 My Plan | Minutes | Cost of Minutes | Data | Cost of Data |
|-------------------------------|---------------------------|-----------------|---|----------------|
| MONTHLY BASE INCLUSION | 200 | \$25 per month | 200MB | \$10 per month |
| | ADDITIONAL MINUTES | | ADDITIONAL DATA | |
| FIRST LEVEL | 200 - 450 | \$10 | 200MB - 500MB | \$5 |
| NEXT LEVEL | 450 - 600 | \$5 | 500MB - 1GB | \$5 |
| NEXT LEVEL | 600 - 800 | \$10 | 1GB - 2GB | \$10 |
| NEXT LEVEL | 800 – Unlimited | \$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 | | |
| Mobile Internet Data | | | |
| Monthly data inclusion | 200MB | | |
| Additional data charges in Australia | See "Data Usage" section | | |

ALL WITHIN AUSTRALIA

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

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: 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 |

Information about pricing

Minimum monthly charge

\$35 per month

Cancellation fees

The maximum cancellation fee is **\$420** 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 **\$35** My Plan you get 200MB of data each month for use within Australia. If you use more than the base 200MB inclusion you will automatically be moved up to and charged for the next level of data, as detailed in the table below:

| Data Usage | Additional Cost (inc GST) |
|---------------|---------------------------|
| 200MB - 500MB | \$5 |
| 500MB - 1GB | \$5 |
| 1GB - 2GB | \$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.

The cost of 1MB included data is **\$0.0500**

Mobile Calls and Text

On the **\$35** My Plan you get a base monthly inclusion of 200 minutes for standard national calls.

If you use more than your included minutes, you will be automatically moved up to and charged for the next voice level of minutes, as detailed in the table below:

| Voice Calls (minutes) | Additional Cost (inc GST) |
|-----------------------|---------------------------|
| 200 - 450 | \$10 |
| 450 - 600 | \$5 |
| 600 - 800 | \$10 |
| 800 - Unlimited | \$10 |

The cost of a 2 minute standard national mobile call is **\$0.25**

On the **\$35** My Plan 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

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

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

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
- > Downloading 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

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 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

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

