

Critical Information Summary

Information about the service –

\$35 My SIM Plan Promo (Sep 2013)

Description of the Service

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

- > 500 minutes of standard national voice calls
- > Unlimited standard Text and MMS to Australian mobiles
- > 1GB of Mobile Internet Data

Minimum Term

The **\$35 My SIM Plan Promo** is available month to month.

The Minimum Total Cost is **\$35** for the first month.

How My SIM Plan works

On the **\$35 My SIM Plan Promo** you 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 minutes 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 550 minutes of calls during the month. As your base inclusion is 500 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 100 extra minutes 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 **\$35 My SIM Plan Promo** (i.e. **\$35** for 500 minutes and 1GB data).

\$35 My SIM Plan

	Minutes	Cost of Minutes	Data	Cost of Data
MONTHLY BASE INCLUSION	500	\$20 per month	1 GB	\$15 per month
	ADDITIONAL MINUTES		ADDITIONAL DATA	
LEVEL 1	500 - 600	\$10	1GB – 1.5GB	\$10
NEXT LEVEL	600 – 700	\$10	1.5GB – 2GB	\$10
NEXT LEVEL	And then \$10 for each additional 100 minutes (or part thereof) that you use up to a maximum of 1000 minutes, at which point you will pay \$10 to get unlimited minutes for standard national calls, calls to 13/1300 numbers and voicemail		And then \$10 for each additional 500MB (or part thereof) that you use, up to a maximum of 10.7GB per month. If you use more than 20GB your service may be restricted or we may continue to charge you at these rates.	

Usage types included in your minutes

Usage types included in your minutes	Included in Minutes
Standard national voice calls to Optus Mobiles	Yes
Standard national voice calls to other Australian mobiles	Yes
Standard national voice calls to fixed lines	Yes
National diversions	Yes
VoiceMail retrievals	Yes
Calls to 13/1300 numbers	Yes

Mobile Internet Data

Mobile Internet Data	
Monthly data inclusion	1GB
Additional data charges in Australia	See "Data Usage" section

Unlimited usage types

Unlimited usage types	Rates
Standard national Text	Unlimited – Rates do not apply
Standard national MMS	Unlimited – Rates do not apply
Calls to 1800 numbers	Unlimited – Rates do not apply
VoiceMail diversions and deposits	Unlimited – Rates do not apply

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

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

There are no cancellation fees on this plan. If you have a mobile payment plan, you'll also have to pay the balance of any remaining payments for your phone when you cancel.

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 SIM Plan Promo you get 1GB of data each month to use within Australia. If you use more than the base plan inclusions 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 per month
1GB – 1.5GB	\$10
1.5GB – 2GB	\$10

And then \$10 for each additional 500MB (or part thereof) that you use, up to a maximum of 10.7GB per month. If you use more than 20GB your service may be restricted or we may continue to charge you at these rates.

Note: 1GB = 1024MB

The cost of 1MB included data is **\$0.0146**

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

Mobile Calls and Text

On the **\$35** My SIM Plan Promo you get a base monthly inclusion of 500 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 level of minutes, as detailed in the table below:

Additional Minute Levels	Additional Cost per month
500 – 600	\$10
600 – 700	\$10

And then \$10 for each additional 100 minutes (or part thereof) that you use up to a maximum of 1000 minutes, at which point you will pay \$10 to get unlimited minutes for standard national calls, calls to 13/1300 numbers and voicemail

The cost of a 2 minute standard national mobile call is **\$0.08**

On the **\$35** My SIM Plan Promo 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

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

