

## \$0 OPTUS PLAN

### INFORMATION ABOUT THE SERVICE

#### How Your Optus Plan works

This plan does not include any calls, texts or data as part of the monthly access fee. This means you will pay for your usage according to the rates outlined here, as well as the monthly access fee each month.

#### Minimum term

This is a month to month plan.

#### 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.

#### Special promotions and bolt-ons

This summary doesn't cover any special promotions or extra value added services (bolt-ons) that you may also select.

#### Fair Go policy

The purpose of our Fair Go Policy is to ensure that all our customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan.

The Fair Go Policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies.

### INFORMATION ABOUT PRICING

#### Minimum monthly charge

\$0 per month.

#### Cancellation fees

There are no cancellation fees for this plan.

#### Plan changes

If you change your plan, you will be unable to move back to this plan in the future.

#### Mobile Calls

Calls are billed in 1 minute increments. The cost of a 2 minute call is \$1.59.

#### Data Usage

Data will be counted in kilobytes, and includes uploads and downloads. The cost of 1MB included data is \$0.10.

#### Paper Invoice Fee

You'll be charged \$2.20 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](https://optus.com.au/myaccount)

#### Payment processing fee

If you don't pay by direct debit (bank account or credit card) or BPay savings, a payment processing fee will apply. For details go to [optus.com.au/payments](https://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](https://optus.com.au/standardagreements)

#### RATES FOR YOUR SERVICE

Standard national minutes to Optus mobiles	62c per minute plus 35c flagfall
Standard national minutes to other Australian mobiles	62c per minute plus 35c flagfall
Standard national minutes to landlines	62c per minute plus 35c flagfall
National diversions	10c per minute
Voicemail retrievals	60c per minute
Calls to 13/1300 numbers	62c per minute plus 35c flagfall
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="https://optus.com.au/international">optus.com.au/international</a>
International SMS	50c per text up to 160 standard characters
International MMS	75c per MMS
International video calling	\$1.50 per minute plus 35c flagfall
Premium talk and text to 19 numbers (e.g. competitions, TV voting, content)	Extra charged as advertised by that provider
Standard national SMS/MMS	10c per message up to 160 characters

#### UNLIMITED USAGE TYPES

Calls to 1800 numbers	UNLIMITED
Voicemail diversions and deposits	UNLIMITED

#### DATA USAGE IN AUSTRALIA

Data	10c per MB
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## OTHER INFORMATION

### TRACKING YOUR SPEND

We'll send SMS usage alerts to your mobile phone each time you've used approximately \$50 (ex GST) of usage.

You can monitor your unbilled usage by:

- Visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)
- Downloading the My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)

Usage information can be delayed by up to 48 hours.

For more information about usage alerts see [optus.com.au/alerts](https://optus.com.au/alerts)

### USING YOUR SERVICE OVERSEAS

If you want to use your mobile phone when you're overseas you'll need to activate roaming if it's not already on. You can check your roaming settings and turn it on/off using My Optus App or My Account:

- You will be charged at standard roaming rates for your mobile; or
- You can purchase a travel pack. You will need a separate travel pack for each mobile (note, these are only available for certain countries)

To avoid surprises, see [optus.com.au/travel](https://optus.com.au/travel) for information on roaming call rates and data rates, tips on how to control your spend and details on our travel packs.

## CRITICAL INFORMATION SUMMARY



### CUSTOMER SERVICE

You can SMS 'Menu' to 9999 for free from your Optus Mobile for account balance, payment details, to activate roaming and voicemail at any time.

For other assistance and account information, see [optus.com.au/customerhelp](https://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**.