

## Critical Information Summary

This summary does not reflect any discounts, bonus data or promotions that may apply from time to time.

# \$20 Business Mobile Broadband

Plan (minimum term: month to month or 24 months)	\$20
Plan ID	801138/16068405
Minimum monthly charge	\$20/mth
Data to share	10GB
Cost of 1MB of data	\$0.002
<b>Minimum total cost on 24 month plans</b> Does not include any additional device repayments (if applicable)	\$480
<b>Minimum total cost on month to month plans</b> Does not include any additional device repayments (if applicable)	\$20

## Information about the service

These plans are Postpaid Business Mobile Broadband services which include monthly data allowance for use within Australia.

### Eligibility

Business Mobile Broadband plans are available to new and recontracting services. These plans are only available to SMB customers with a registered ACN, ARBN, or ABN.

### Minimum term

These are available as month to month or 24 month contract plans.

### Mobile broadband device

Customers on 24 month plans must purchase a device to use with their plan and pay it off over 24 months. When you connect to a plan which has a monthly device credit, this will reduce the monthly repayment cost of the device. If you cancel early, you will forfeit any device credit and will have to pay the remaining device repayments in full. Customers on month to month plans will need to purchase a compatible mobile broadband device to use with this service. You can either:

- Bring your own device. To check compatibility and set it up to make the most of our network go to [optus.com.au/coverage](https://optus.com.au/coverage).
- Purchase a device from Optus. You can pay for it in full on your next bill or pay it off in 24 months.

### Included data

Monthly data inclusions are set out in the table above. This plan shares data within Australia. If you have more than one plan that data share on the same billing account, the included monthly data allowance will combine into one data pool, which will be shared by all the eligible plans that share data on that account. If you use more than your included data (either on your device or any connected handset/mobile broadband device) we'll automatically give you another 1GB of \$10. If you use more than 150GB on a single billing account we may continue to charge you at the same rates, restrict your data or

slow your speed to 256kpbs until the next billing period. Data expires at the end of each billing month.

If you don't want to share data between your services, they will need to be on separate billing account. Data is counted in kilobytes and includes uploads and downloads.

### What's not included

Business Mobile Broadband plans do not include an allowance for standard and international SMS and MMS. You also cannot use your plan's included data whilst overseas.

For details of charges for standard national and international SMS/MMS please refer to your pricing plan in the Postpaid Mobile Broadband standard agreement found at [optus.com.au/sfoa](https://optus.com.au/sfoa).

### Special promotions and Extras

This summary doesn't cover any special promotions or optional extras you may select. Streaming and entertainment options are available for personal use and some charges do apply. By signing up to a streaming or entertainment option, you agree that it is subject to change at any time. We will try to give you 21 days' prior notice of a change, however, this does not entitle you to terminate your plan. Streaming or entertainment options can be cancelled at any time; you just pay for these charges until the end of that bill cycle and your plan will continue for the rest of its term.

### Fair Go policy

The purpose of our Fair Go Policy is to ensure all our customers can access our services, and do not use our services in a manner we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. For more information see [optus.com.au/fairgo](https://optus.com.au/fairgo).

## Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. If you use your device for things not included in your plan or exceed your monthly data allowance, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary.

### Cancellation

There are no plan cancellation fees. You will simply need to pay out the remaining cost of your device (if applicable) which will include any monthly device credit that Optus was going to cover, plus all charges incurred up until the date of cancellation.

### Billing

- **Paper invoice fee**  
You'll be charged **\$2.20** each month if you choose to receive a paper bill. To see your bill 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 payment fee. For more information please see [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

## Other information

### Tracking your spend

We'll send email usage alerts once you've reached approximately:

- 50%, 85 % and 100% of your included data;
- each time you incur charges of \$50 (inc GST) on services that aren't part of your plan's included data.
- 85% and 100% of any additional data that you've used above your standard plan inclusion each month; and
- when we automatically add an additional 1GB data for \$10 to your account.

You can monitor your unbilled usage by:

- Visiting MyAccount 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)

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

### Using your service overseas

You cannot use your included data if you are overseas. You will be charged at standard roaming rates, or you may be able to purchase a travel option (only available for certain destinations). To avoid any nasty surprises, see [optus.com.au/travel](https://optus.com.au/travel) for information on roaming charges and tips on how to control your spend.

### Customer service

You can use My Optus app on your mobile to pay a bill, check your account balance and usage, chat to customer care and more. Download the My Optus App from [optus.com.au/myoptusapp](https://optus.com.au/myoptusapp)

### 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.