

## Critical information summary

# \$35 My Plan Plus

Plan ID: 800218/8375674

### Up to 300 minutes

For calls to standard Australian mobiles and landlines, calls to 13/1300 numbers and voicemail retrievals.

### 500MB of Data to share

Data can be shared with up to five other mobile broadband devices. There's a one-off \$5 fee for each mobile broadband device added.

### Unlimited standard national SMS & MMS

### Unlimited standard international SMS/MMS (To selected countries)

### Included handset

Handset repayments may also apply depending on the new phone you pick.

FOR USE WITHIN AUSTRALIA

## Information about the service

### How My Plan Plus works

If you use more than 300 minutes during your billing month, we'll automatically give you up to another 200 minutes for \$10. If you then use more than this (so, more than 500 minutes), you'll get unlimited minutes for another \$10.

If you use more than your included data during your billing month (either on your mobile phone or any connected mobile broadband device), we'll automatically give you another 1GB for \$10. Each time you use all of your data inclusion we'll give you another 1GB for \$10, up to a maximum of 60GB additional data on one account per month. Your service may then be restricted or we may continue to charge you at these rates.

At the end of your billing month, you'll automatically be moved back to your plan's inclusions and charges (i.e. Up to 300 minutes and 500MB data).

### Minimum term

It's available on a 24 month contract. The Minimum Total Cost is \$840 over 24 months (excluding any handset repayments).

### Data Sharing

My Plan Plus lets you share the data in your mobile plan with up to five SIM-ready mobile broadband devices – like tablets, USB modems and laptops. For each device you add there's a one-off \$5 fee to set up a Shared Data Plan to enable your device/s to share data. For each device we will give you an Optus Data SIM if you need one or if you already have one we'll need to activate it on the Shared Data Plan. You cannot make calls with the Data SIM.

Services that share data may have a service login to My Account which will display all service numbers contributing to or using the shared data pool on the account, and the amount each service has used.

There is a limit of five Shared Data Plans per My Plan Plus service. You can either:

- Bring your own mobile broadband device. It must be compatible with the Optus network. To check that it is compatible and set up to make the most of the Optus network, go to [optus.com.au/compatibility](https://optus.com.au/compatibility)

### Included in your minutes

Standard national minutes to Optus mobiles

Standard national minutes to other Australian mobiles

Standard national minutes to landlines

National diversions

Voicemail retrievals

Calls to 13/1300 numbers

### Things you'll be charged extra for

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

### Unlimited usage types

Standard national SMS	UNLIMITED
Standard national MMS	UNLIMITED
Calls to 1800 numbers	UNLIMITED
Voicemail diversions and deposits	UNLIMITED

### Data usage in Australia

Monthly data inclusion	500MB
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- Purchase a device from Optus. You can pay for it in full on your next bill or pay it off in 12 or 24 monthly repayments. Refer to Appendix D – Mobile Equipment Payment Plan at [optus.com.au/standardagreement](https://optus.com.au/standardagreement). You can have one device repayment per Shared Data Plan.

### Data sharing across My Plan Plus & My Plan Business

If you have more than one My Plan Plus or My Plan Business on the same billing account, the included data combines into one data pool, which can be shared by all the devices connected on mobile My Plan Plus, My Plan Business or Shared Data Plans on that account. If you don't want to share data between your services, they need to be on separate billing accounts. Data sharing is only available 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.

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### 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

\$35 per month (\$20 for minutes + \$15 for data).

### Cancellation fees

The maximum cancellation fee for this plan is \$270, which will reduce each month of your contract term plus if you cancel your mobile plan, you'll also have to pay any remaining payments for your phone or mobile broadband device if you have chosen a 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.

If you cancel your plan, and there are no other My Plan Plus or My Plan Business services on the account, you must also cancel any Shared Data Plans on the account. If you don't, you will continue to be charged for any data usage on these services at \$10 per 1GB within Australia or we may cancel them.

### Plan changes

If you change your plan during your contract term a fee may apply and any payments you have for your phone will remain the same. Contact Customer Service if you would like further information.

### Mobile Calls

Calls are billed in 1 minute increments. If you used all your 300 included minutes, the cost of a 2 minute call would be \$0.13.

If you use more than your included minutes you'll automatically be charged for more minutes, see below:

Additional Minutes	Additional Cost
300-500 MINS	\$10
500-Unlimited	\$10

### Data Usage

Data will be counted in kilobytes, and includes uploads and downloads. The cost of 1MB included data is \$0.0293.

If you exceed your included shareable data you'll automatically be charged \$10 for each additional 1GB data that you use (or part thereof), up to a maximum of 60GB on one account per month. Your service/s may then be restricted or we may continue to charge you at these rates.

If you have more than one My Plan Plus or My Plan Business plan on the same billing account, any additional usage charges (for your mobile or mobile broadband devices) will be applied to the first mobile service that connected a My Plan Plus or My Plan Business plan.

### 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)

## Other information

### Tracking your spend

We'll send SMS usage alerts to your mobile phone once you've reached approximately:

- 50%, 85% and 100% of your included minutes or included shareable data; and
- Each time you incur charges of \$45.45 (ex GST) or \$50 (inc GST) on services that aren't part of your plan's included minutes or data.
- We'll also send you an SMS when you reach 85% and 100% of any additional minutes or data that you use above your standard plan inclusion each month.

You may also set an alert for your connected mobile broadband devices, and that alert will be sent at 85% and 100% of the amount you nominate. Note, this alert will be sent to the email address of the mobile broadband service and/or mobile phone number you specify.

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)

Mobile phones can check their usage and shared data services' usage using My Optus App or in My Account using a service level log in. The account holder can check usage for all devices using My Account.

For more information about usage alerts, including setting up alerts for any mobile broadband devices attached to your My Plan Plus see [optus.com.au/alerts](https://optus.com.au/alerts)

### Using your service overseas

You cannot use your included minutes and shareable data if you are overseas. If you want to use your mobile phone or mobile broadband device when you're overseas you'll need to activate roaming if its 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 and any mobile broadband devices separately; or
- You can purchase a travel pack. You will need a separate travel pack for each mobile and/or mobile broadband device (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.

### 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**.