

## Critical information summary

# \$100 My Plan Plus

Plan ID: 800248/8375754

### Unlimited standard national minutes, SMS & MMS

#### 10GB 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.

#### Up to 300 minutes for standard international calls (To selected countries)

#### 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 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 150GB 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.

### Minimum term

It's available on a 24 month contract. The Minimum Total Cost is **\$2,400** over 24 months (excluding any handset repayments).

### Data Pool

If you have more than one My Plan Plus (including SIM Only), My Plan Business (including SIM Only & Tech Fund), My Mobile Broadband Plus or Mobile Broadband Business plan on the same billing account, the included monthly data allowance will combine into one data pool, which will be shared by all the services on that account. Any unused data in the data pool expires at the end of each billing month.

You can also share your data pool allowance with mobile broadband devices on the same account by adding a Shared Data Plan (maximum of 5 devices per mobile service with a one-off \$5 set up fee per device). You cannot make calls with the Shared Data Plan.

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.

If you don't want to share data between your services, they will 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.

### Data usage in Australia

Monthly data inclusion	10GB
------------------------	------

### International inclusion

Up to 300 minutes for standard international calls (To selected countries [optus.com.au/international](https://optus.com.au/international))

### Unlimited usage types

Standard national SMS/MMS	UNLIMITED
---------------------------	-----------

Standard International SMS/MMS (To selected countries <a href="https://optus.com.au/international">optus.com.au/international</a> )	UNLIMITED
---	-----------

Standard national minutes to Optus mobiles	UNLIMITED
--	-----------

Standard national minutes to other Australian mobiles	UNLIMITED
---	-----------

Standard national minutes to landline	UNLIMITED
---------------------------------------	-----------

National diversions	UNLIMITED
---------------------	-----------

Calls to 13/1300 and 1800 numbers	UNLIMITED
-----------------------------------	-----------

Voicemail retrievals and deposits	UNLIMITED
-----------------------------------	-----------

### 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 (Outside your included minutes and to excluded countries)	See <a href="https://optus.com.au/international">optus.com.au/international</a>
---	---

International SMS (To excluded countries)	50c per text up to 160 standard characters
---	--

International MMS (To excluded countries)	75c per MMS
---	-------------

International video calling	\$1.50 per minute plus 35c flagfall
-----------------------------	-------------------------------------

International Diversions	'yes' International Rates. See <a href="https://optus.com.au/international">optus.com.au/international</a>
--------------------------	--

Premium talk and text to 19 numbers (e.g. competitions, TV voting, content)	Extra charged as advertised by that provider
---	--

### 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.

# OPTUS

## 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

**\$100** per month (\$50 for minutes + \$50 for data).

### International inclusions

Calls are charged per minute. When included minutes for calls to selected countries are used up, standard international charges apply. Included calls/SMS/MMS can be used to call the following countries: Austria, Bangladesh, Cambodia, Canada, Chile, China, Croatia, France, Germany, Greece, Hong Kong, Hungary, Indonesia, India, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, USA and Vietnam. See [optus.com.au/international](https://optus.com.au/international)

### Cancellation fees

The maximum cancellation fee for this plan is **\$610**, 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.

### Additional data

Data will be counted in kilobytes, and includes uploads and downloads. The cost of 1MB included data is **\$0.0049**.

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 150GB 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.

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 standard national and international 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 standard national and international 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**.