

## Critical information summary

# \$19 Optus Plan

Plan ID: 603740/8375814

### UP TO 200 MINUTES

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

### 200MB of data

### Unlimited standard national SMS and MMS

FOR USE WITHIN AUSTRALIA

## Information about the service

### How Your Optus Plan works

If you use more than 200 minutes during your billing month, we'll automatically give you up to another 200 minutes for \$10. If you use more than this amount, each additional 200 minutes will cost \$10. If you use more than 2,000 minutes, any additional minutes will be unlimited.

If you use more than your included data during your billing month 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 20GB 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 200 minutes and 200MB data).

### 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

\$19 per month (\$10 for minutes + \$9 for data).

### Cancellation fees

There are no cancellation fees for this plan.

### 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="http://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

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

### Data usage in australia

Monthly data inclusion	200MB
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### 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. If you used all your 200 included minutes, the cost of a 2 minute call would be \$0.10.

If you use more than your included minutes you'll automatically be charged \$10 for each additional 200 minutes that you use during the billing month.

### Data Usage

Data will be counted in kilobytes, and includes uploads and downloads. The cost of 1MB included data is \$0.045.

# OPTUS

If you exceed your included data you'll automatically be charged \$10 for each additional 1GB data that you use (or part thereof), up to a maximum of 20GB on one account per month. Your service/s may then be restricted or we may continue to charge you at these rates.

#### **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 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 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)

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 minutes and data if you are 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.

#### **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**.