

Critical information summary

\$30 My Plan Essentials

Plan ID: 800303/8894001

Up to 250 minutes

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

250MB of Data to share

Unlimited standard national SMS & MMS

Unlimited standard international SMS/MMS (To selected countries)

FOR USE WITHIN AUSTRALIA

Information about the service

The My Plan Essentials plan is only available for new services or recontracting postpaid mobile services.

How My Plan Plus works

If you use more than 250 minutes during your billing month, we'll automatically give you up to another 250 minutes for \$10. If you then use more than 500 minutes, we'll automatically give you up to another 250 minutes for \$10. If you then use more than 750 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 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 \$720 over 24 months (excluding any handset repayments).

Data Pool

If you have more than one My Plan Plus (including SIM Only), My Plan Essentials, My Plan Business (including SIM Only & Tech Fund), My Plan Business Essentials, 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 eligible 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	250MB
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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
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Standard national video calling	\$1.00 per minute plus 40c flagfall
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124YES	90c per minute plus \$1.75 flagfall
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International calls	See optus.com.au/international
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International SMS (To excluded countries)	50c per text up to 160 standard characters
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International MMS (To excluded countries)	75c per MMS
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International video calling	\$1.50 per minute plus 35c flagfall
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International diversions	'yes' International rates. See optus.com.au/international
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Premium talk and text to 19 numbers (e.g. competitions, TV voting, content)	Extra charged as advertised by that provider
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Unlimited usage types

Standard national SMS/MMS	UNLIMITED
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Standard International SMS/MMS (To selected countries optus.com.au/international)	UNLIMITED
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Calls to 1800 numbers	UNLIMITED
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Voicemail diversions and deposits	UNLIMITED
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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

\$30 per month (\$20 for minutes + \$10 for data).

Cancellation fees

The maximum cancellation fee for this plan is \$190, 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 250 included minutes, the cost of a 2 minute call would be \$0.16.

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

Additional Minutes	Additional Cost
250 – 500 MINS	\$10
501 – 750 MINS	\$10
751 – Unlimited	\$10

Additional Data

Data will be counted in kilobytes, and includes uploads and downloads. The cost of 1MB included data is \$0.0391.

If you use more than your included data during your billing month (either on your mobile phone or any connected mobile/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 (including SIM Only), My Plan Essentials, My Plan Business (including SIM Only & Tech Fund), My Plan Business Essentials, My Mobile Broadband Plus or Mobile Broadband Business plan on the same billing account, any additional usage charges will be applied to the first service connected to one of these plans.

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

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

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

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
- 50%, 85% and 100% of the \$5/\$10 International Minutes Pack; 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've reached 85% and 100% of any additional minutes or data that you've reached 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 once you've reached 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
- Downloading the My Optus App from 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

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 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 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 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

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**.