

Critical information summary

\$135 My Plan Plus

Plan ID: 800351/9008151

Unlimited standard national minutes, SMS & MMS

16GB of data to share

Unlimited standard international minutes, SMS/MMS

(To selected countries)

Included handset

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

International roaming

Activate up to 10 days of Optus Travel™ Pack

For use within Australia

Information about the service

How your plan works

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.

Minimum term

It's available on a 24 month contract. The Minimum Total Cost is **\$3,240** over 24 months.

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 eligible services on that account. Any unused data in the data pool expires at the end of each billing month.

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.

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

Data usage in Australia

Monthly data inclusion 16GB

International inclusion

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

Unlimited usage types

Standard national SMS/MMS UNLIMITED

Standard International SMS/MMS (To selected countries optus.com.au/international) UNLIMITED

Standard national calls to Australian mobiles and landlines 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 (To excluded countries) See optus.com.au/international

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 optus.com.au/international

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

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.

For more information see optus.com.au/fairgo

Information about pricing

Minimum monthly charge

\$135 per month.

International inclusions

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

Handset Credit

If you choose not to take a handset upfront, you are eligible to receive a handset credit. This allows you to purchase mobile phones and accessories from Optus at any period throughout your contract term.

The value of the handset credit will be the amount set out in your application form and is not redeemable for cash and cannot be transferred or used for any other purposes (such as paying for service charges, minimum monthly call spend or costs or cancellation fees). If your account is cancelled for any reason any unused credit will be forfeited.

You can use the credit listed in the Optus e-fulfillment price list as amended by us from time to time. The list is available to you upon request. If the purchase price for products that you order is greater than the handset fund credit remaining in your account, you must pay the difference by manually topping up your handset credit fund account with that amount before purchasing.

Cancellation fees

The maximum cancellation fee for this plan is **\$870** which will reduce each month of your contract term (excluding any cancellation fees if you have also chosen to pay off a mobile broadband device). If your account is closed for any reason then any unused handset credit will be forfeited.

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

You can change your plan during your contract term provided you move to a plan with a higher monthly access fee. You cannot change your plan during the contract term to a plan with the same or lower monthly access fee. If you change your plan during your contract term a fee may apply and any handset repayments will remain the same.

Additional data

Data will be counted in kilobytes, and includes uploads and downloads.

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 Business (including SIM Only & Tech Fund), 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 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've reached 85% and 100% of any additional minutes or data that you've used 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:

- As part of this plan you will receive up to 10 days of Optus Travel™ Pack for use within each billing month. You need to ensure your Optus Travel™ Pack is activated by contacting Optus prior to use. Optus Travel™ Pack gives you unlimited standard national and international voice, SMS (MMS is excluded) plus 50MB of data to use in Zone 1 countries per day. For list of countries see optus.com.au/travel
- You can activate the Optus Travel™ Pack on a day to day basis or multiple days at once. If you activate multiple consecutive days, the data allowance will accumulate, for example activate 5 consecutive days and use 250MB any time over the 5 day period. If you exceed the data limit, standard data roaming charges will apply. Any data provided as part of Optus Travel™ Pack is not shareable and will not form part of any Data Pool. Any unused days of Optus Travel™ Pack are forfeited and cannot be rolled over to the next billing month.
- If you are not in a Zone 1 country you will be charged at standard roaming rates for that country.

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**.