

## Critical information summary

# \$85 My Plan Plus

Plan ID: 800483/9793071

Unlimited standard national minutes, SMS & MMS

6GB of data to share

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

### Eligibility

This plan is available from 15 May 2016 and is available for selected customers for rate plan change only.

This plan is not available for new or recontracting customers.

Only services on pre-11 March 2016 My Plan Plus plans can rate plan change to this plan.

### 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.

### Small and Medium Business Eligibility

To be eligible for this plan you or your business must provide us with a registered ACN, ARBN or ABN. You must also sign up a minimum of 6 services to a My Plan Business Tech Fund Plan.

### Minimum term

It's available on a 24 month contract. The Minimum Total Cost is \$2,040 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.

## Data usage in Australia

Monthly data inclusion	6GB
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## International inclusion

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

## Unlimited usage types

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

## 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.

For more information see [optus.com.au/fairgo](http://optus.com.au/fairgo)

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## Information about pricing

### Minimum monthly charge

\$85 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](https://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 your 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 **\$390** 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](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'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](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 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](https://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](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**.

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