

# Critical Information Summary

## Information about the service – \$20 Optus SIM Plan



### Description of the Service

The \$20 Optus SIM plan is for Postpaid Mobile Services and includes the following monthly included value allowances for use within Australia:

- > \$200 included call and messaging value
- > 200MB Data Allowance

### Minimum Term

You can get this plan on a month to month contract.

Usage Types	Amount (inc. GST)	Plan Inclusion or Included Value/Data Allowance?
<b>Usage types in Australia:</b>		
Standard national voice calls to Optus Mobiles	90c per minute plus 35c flagfall	✓
Standard national voice calls to other Australian mobiles	90c per minute plus 35c flagfall	✓
Standard national voice calls	90c per minute plus 35c flagfall	✓
Standard national SMS	25c per SMS up to 160 standard characters	✓
Standard national MMS	50c per MMS	✓
Standard national calls to 13/1300/1800 numbers	90c per minute plus 35c flagfall	✓
Voicemail deposits	Unlimited – rates do not apply	✓
Voicemail retrievals	90c per minute	✓
<b>Excluded usage types in Australia:</b>		
Directory Assistance 1223	50c per call	✗
Standard national video calling	\$1 per minute plus 40c flagfall	✗
124YES	90c per minute plus \$1.75 flagfall	✗
<b>International Usage types from Australia:</b>		
International calls	See <a href="http://optus.com.au/international">optus.com.au/international</a>	✗
International SMS	50c per SMS up to 160 standard characters	✗
International MMS	75c per MMS	✗
International video calling	\$1.50 per minute plus 35c flagfall	✗
<b>Data usage in Australia:</b>		
Monthly Data Allowance	200MB	✓
Excess data charges in Australia	25c per MB	✗
<p>&gt; Charges for other usage types can be found at <a href="http://optus.com.au/standardagreements">optus.com.au/standardagreements</a> &gt; For info on charges if you use your service overseas (Roaming) see <a href="http://optus.com.au/roaming">optus.com.au/roaming</a></p>		

### 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.

### Mandatory goods

You need a mobile phone to use this service.

### Special Promotions and Value Added Services

This summary doesn't include any special promotions or extra value added services (bolt-ons) that you select whilst you have this mobile plan.

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### Optus Mobile Fair Go™ policy

Optus Mobile Fair Go™ policy applies to 'unreasonable use', 'unacceptable use', 'commercial purpose use', 'non-personal use' and 'non-ordinary use' of this plan. For further details go to [optus.com.au/mobilefairgo](https://optus.com.au/mobilefairgo)

## Information about pricing

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### Minimum monthly charge

\$20 per month.

### Cancellation fees

There is no cancellation fee on this plan.

### Plan changes

If you change your plan during your contract term a fee may apply. Contact Customer Service if you would like further information.

### Data Usage

Data will be counted in kilobytes, and includes both uploads and downloads. After you've used your included Data Allowance, each megabyte of excess data within Australia costs \$0.25/MB.

### Paper invoice fee

A \$2.20 fee will be charged 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)

### Mobile calls and texts

A standard national call to any Australian mobile for 2 minutes including flagfall would cost \$2.15.

If you restricted your use solely to standard national calls to Australian Mobiles, each of 2 minutes in duration, you could make 93 calls per month from your Included Value.

The cost of sending a standard national SMS to Australian mobiles is 25c per message up to 160 standard characters.

### Payment processing fee

If you pay by BPay savings or Direct Debit from a bank account, there are no processing fees. A processing fee applies to payments made by credit or charge card and if you pay at Australia Post. For details go to [optus.com.au/payments](https://optus.com.au/payments)

## Other information

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### Tracking your spend

We'll provide you with SMS usage alerts once you've reached approximately:

- > 50%, 85% and 100% of your Included Value or Data Allowance (whichever comes first); and
- > Each \$100 (ex. GST) of charges on services that aren't part of your plan's Included Value.

You can also monitor your unbilled usage with these options:

- > Visit My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)
- > Download the My Optus App on your Android™ or iPhone® at [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

Your Included Value does not apply to usage if you are overseas. Also, your usage details and alerts may take longer than normal to update.

To avoid any surprises, see [optus.com.au/roaming](https://optus.com.au/roaming) for information on roaming call and data rates, tips on how to control your spend and details on our data roaming packs.

### Customer Service

You can call **1509** for free from your Optus mobile for self-service on your account balance, usage status, payment details and other information 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**. 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**.

This is a summary only – the full Terms and Conditions for this plan can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)