

## Critical information summary

# \$25 My Plan Plus 12M SIM (Special Promo)

Plan ID: 800903/20241039

Unlimited standard national talk, SMS & MMS

10GB of Data to share

Unlimited standard international SMS & MMS  
(To selected countries)

Up to 250 minutes for standard international  
calls (To selected countries)

For use within Australia

## Information about the service

### Eligibility

This promotional plan is available to new customers and existing customers adding a new service via Telesales only. Existing customers cannot rate plan change onto this plan.

### Minimum term

It's available on a 12 month contract. The minimum total cost is **\$300** over 12 months.

### Mobile handset

You need a compatible mobile handset. You can either:

- Bring your own handset. To check it's compatible and set up to make the most of our network go to [optus.com.au/compatibility](https://optus.com.au/compatibility)
- Purchase a handset from Optus. You can pay for it in full on your next bill or pay it off in 12 monthly repayments.

### Data Pool

If you have more than one plan that data shares 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 additional special promotions or extra value added services (bolt-ons) that you may also select. If you choose a mobile TV or music streaming option, note that our streaming partners may be changed or removed at any time.

### Data usage in Australia

Monthly data inclusion	10GB
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### International inclusions

Up to 250 minutes to standard international calls  
(To selected countries [optus.com.au/international](https://optus.com.au/international))

### Unlimited usage types

Standard national talk, text & 13/1300/1800 numbers	UNLIMITED
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Standard International SMS/MMS (To selected countries <a href="https://optus.com.au/international">optus.com.au/international</a> )	UNLIMITED
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Voicemail retrievals/deposits & national diversions	UNLIMITED
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### 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 (Outside your included minutes and to excluded countries)	See <a href="https://optus.com.au/international">optus.com.au/international</a>
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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 <a href="https://optus.com.au/international">optus.com.au/international</a>
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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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### 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](https://optus.com.au/fairgo)

## Information about pricing

### Minimum monthly charge

\$25 per month.

### International inclusions

Calls are charged per minute. When included minutes for calls to selected countries are used up, standard international call charges apply. Included calls/SMS/MMS can be used to the following countries: Brazil, Brunei, Cambodia, Canada, China, Colombia, Denmark, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Lebanon, Malaysia, Malta, Mexico, New Zealand, Norway, Poland, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, United Kingdom, USA and Vietnam.

See [optus.com.au/international](https://optus.com.au/international)

### Cancellation fees

The maximum cancellation fee for this plan is **\$150** 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 in full if you have chosen a repayment option.

### Plan changes

You can change your plan during your contract term to another 12M SIM Only plan 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.

### Additional data

Data will be counted in kilobytes, and includes uploads and downloads. The cost of excess data is \$10 per additional 1GB.

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.

Any additional usage charges will be applied to the first service connected a plan that shares data.

### 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 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 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, 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 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 use My Optus app on your mobile to pay a bill, check your account balance and usage, chat to customer care and more. Download the My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)

### 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**.