

Critical information summary

This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time.

My Promo Plus SIM Only – 12 months (Second Service)

Plan (12-month term)	\$25
Plan ID	801022 / 10796255
Minimum monthly charge (incl. \$10 bundle discount) when bundled on the same billing account with an eligible Primary mobile service	\$15/mth
Data to share	3GB
Standard national calls and text	Unlimited
Maximum plan cancellation fee Does not include phone repayments (if applicable)	\$150
Minimum total cost over 12 months incl. \$10 bundle discount, and \$25 12M SIM Only (Jul 18) plan as Primary Service. Does not include any additional phone repayments (if applicable)	\$480

Information about the service

Eligibility

This plan is only available to customers who have activated or recontracted on an eligible Postpaid Mobile service (Primary Service), provided both services remain active on the same billing account. Customers cannot recontract or rate plan change onto this plan. A limit of 5 additional services applies on these plans for each eligible primary service.

\$10 bundle discount

If applicable, one \$10 monthly discount applies on each eligible additional service (up to 5) for each eligible primary service on the same account. If you become ineligible for the discount, it will be removed without notice. Not available in conjunction with any other mobile monthly access fee discount. For existing customers, any existing bundle discounts before 21st May 2018 may be removed when taking up this offer. The mobile services must be on the same account.

Minimum term

This plan has a minimum term of 12 months.

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/coverage
- Purchase a handset from Optus. You can pay for it in full on your next bill or pay it off in 12 monthly repayments

Included value

Monthly inclusions are set out in the table above and included usage types are outlined below.

- **Standard national calls and text**
Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- **Data**
This plan shares data within Australia. If you have more than one eligible 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 plans that share data on that account. If you use more than your included shared monthly data we'll automatically give you another 1GB for \$10. If you use more than 150GB on a single billing account we may continue to charge you at the same rates or restrict your data until the next billing period.

Any unused data expires at the end of each billing month. If you don't want to share data between your services, they will need to be on separate billing accounts. Data is counted in kilobytes, and includes uploads and downloads.

What's not included

Your monthly calls, text and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers or content charges. For details of those charges please refer to your pricing plan in the Postpaid Mobile standard agreement found at optus.com.au/sfoa

Special promotions and extras

This summary may not cover all special promotions or optional extras you may select. Streaming and entertainment options are available and charges may apply depending on your plan. By signing up to a streaming or entertainment option, you agree that it is subject to change at any time. We will try to give you 21 days prior notice of a change, however, this does not entitle you to terminate your plan. Streaming or entertainment options can be cancelled at any time; you just pay for these charges until the end of that bill cycle and your plan will continue for the rest of its term.

Fair Go Policy

Our Fair Go Policy's purpose is to ensure all our customers can access our services, and don't use our services in a manner we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. For more information see optus.com.au/fairgo

Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. If you use your mobile for things not included in your plan or exceed your monthly data allowance, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary.

Cancellation

The maximum cancellation fees are described in the table at the start of this summary. 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 and all charges up until the date of cancellation.

Plan changes

You can change your plan during your contract term to another My Plan Plus 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.

Billing

- **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 payment fee. For more information please see optus.com.au/standardagreements

Other information

Tracking your spend

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

- 50%, 85% and 100% of your included data;
- Each time you incur charges of \$50 (inc GST) on services that aren't part of your plan's included calls, text or data;
- 85% and 100% of any additional data that you've used above your standard plan inclusion each month; and
- When we automatically add an additional 1GB data for \$10 to your account.

You can monitor your unbilled usage by:

- Downloading the My Optus app from optus.com.au/myoptusapp
- Visiting My Account at optus.com.au/myaccount

For more information about usage alerts see optus.com.au/alerts

Using your service overseas

You cannot use your included calls and 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 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 the 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

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**.