

## Critical information summary

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

# My Promo Plus 12M SIM (Oct 18)

Plan (12-month term)	\$35	\$45	\$55
Plan ID	801071/10962345	801072/10962355	801073/10962365
Minimum monthly charge	\$35/mth	\$45/mth	\$55/mth
Data to share	30GB	50GB	80GB
Standard national calls and text	Unlimited	Unlimited	Unlimited
Standard international calls and text to 35 Selected Countries from Australia	Up to 300 min	Unlimited	Unlimited
Maximum plan cancellation fee Does not include phone repayments (if applicable)	\$210	\$270	\$330
Minimum total cost Does not include any additional phone repayments (if applicable)	\$420	\$540	\$660
Minimum total cost Includes cost of \$2 SIM if purchased outright through selected channels	\$422	\$542	\$662

## Information about the service

### Eligibility

The My Promo Plus 12M SIM plans are available to new and recontracting services only.

### Minimum term

These plans have 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](https://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.
- **Standard international calls and text from Australia**  
These plans have included calls, SMS and MMS that can be used to standard numbers to the following countries: Brazil, Brunei, Cambodia, Canada, mainland 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, UK, USA, Vietnam (**Selected Countries**). Calls are charged per minute.

### Data

These plans share data within Australia. 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 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](https://optus.com.au/sfoa)

Where your plan includes standard international calls, SMS/MMS, you can only use to Selected Countries. Calls outside of your inclusions or to excluded countries will be charged at standard international PAYG rates.

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

### 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](https://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. 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, plus all charges incurred up until the date of cancellation.

### Plan changes

You can change your plan during your contract term to another My Promo Plus 12-month SIM 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](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 payment 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 once you've reached approximately:

- 50%, 85% and 100% of your included data or international minutes;
- Each time you incur charges of \$50 (incl. 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](https://optus.com.au/MyOptusApp)
- Visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

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 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 the 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 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](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**.