

Critical information summary

\$45 My Plan Plus

Plan ID: 800795/11257371

Unlimited standard national talk & text

2GB of data to share

Unlimited standard international text (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

Services on plans that were launched prior to 11 March 2016 cannot rate plan change to this plan. Only services that re-contract or are new services can be activated onto 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.

Minimum term

It's available on a 24 month contract. The minimum total cost is **\$1,080** over 24 months (excluding any handset repayments).

New Phone Trade Up

This plan includes the option of New Phone Trade Up. So after 12 months on this plan, you have the option to pay a one-off fee of \$99, return your original mobile handset to Optus in good working order and purchase a new mobile handset on a new 24 month plan. You will also need to sign a separate agreement with our second hand vendor to transfer ownership of your original mobile handset. Alternatively, if you wish to keep your original mobile handset, you can simply pay out the full remaining cost of your mobile handset, including any monthly handset credit that Optus was going to cover. You are under no obligation to use the New Phone Trade Up option and this option is only available to new and recontracting customers from 11 March 2016. For further information please go to optus.com.au/newphonetradeup

Data Pool

If you have more than one My Plan Plus (including SIM Only), My Plan Business (including SIM Only & Tech Fund), Business Plan, My Plan Flex, My Plan Business Flex, Business Lease, 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.

Data usage in Australia

Monthly data inclusion	2GB
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Unlimited usage types

Standard national talk, text & 13/1300/1800 numbers	UNLIMITED
Standard International SMS/MMS (To selected countries optus.com.au/international)	UNLIMITED
Voice mail retrievals/deposits & national diversions	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	See optus.com.au/international
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 optus.com.au/international
Premium talk and text to 19 numbers (e.g. competitions, TV voting, content)	Additional charges apply

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 special promotions or extra value added services (bolt-ons) that you may also select.

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

Information about pricing

Minimum monthly charge

\$45 per month.

International inclusions

SMS/MMS can be used to 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

Cancellation

If you leave your plan early, there are no plan cancellation fees. You will simply need to pay out the full remaining cost of your mobile handset, which will include any monthly handset credit that Optus was going to cover. You will also need to pay the pro-rated monthly access fee for your final month and any charges incurred up until the cancellation date. This could include usage that is excluded from your plan or excess fees if you've used more than the included values.

Plan changes

You can change your plan during your contract term provided you move to another My Plan Plus (excludes SIM Only) 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 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 to 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

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 fee. For more information please see 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 national and international minutes or included shareable data
- Each time you incur charges of \$45.45 (ex GST) or \$50 (inc GST) of charges 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
- Downloading the My Optus App from 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

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 separately; 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.

Device guide

A step by step guide on how to set up your new device and assist with basic troubleshooting enquiries is available at devicehelp.optus.com.au

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

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**.