

## Critical information summary

# \$59 Promo Plus

Plan ID: 801003/10775655

Unlimited standard national talk & text

5GB of data to share

Available with selected handsets only

Handset repayments may also apply depending on the new phone you pick.

For use within Australia

## Information about the service

### Eligibility

This plan is available to new and eligible recontracting services with selected handsets (as advertised from time to time). Available through all channels including Retail, Online and Telesales. Existing customers cannot rate plan change to this plan. Customers cannot trade up or Flex Upgrade to this plan.

### Minimum term

It's available on a 24-month contract. The minimum total cost is **\$1,416** 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 \$149, return your original mobile handset to Optus in good working order and purchase a new mobile handset on a new eligible 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.

### Data to share

These plans share 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 data (either on the handset or any connected handset/mobile broadband device) 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.

### 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.

### Data usage in Australia

Monthly data inclusion	5GB
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### Unlimited usage types

Standard national talk, text & 13/1300/1800 numbers	UNLIMITED
Voicemail 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 <a href="https://optus.com.au/international">optus.com.au/international</a>
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 <a href="https://optus.com.au/international">optus.com.au/international</a>
Premium talk and text to 19 numbers (e.g. competitions, TV voting, content)	Additional charges apply

### Special promotions and bolt-ons

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

### Minimum monthly charge

\$59 per month.

### 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 an in-market Promo Plus or My Plan Plus 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.

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

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)

For more information about usage alerts, see [optus.com.au/alerts](https://optus.com.au/alerts)

### Using your service overseas

To use your mobile phone and any applicable roaming inclusions when you're overseas, you need to activate roaming if it's not already on. Check your roaming settings and turn roaming on/off using the My Optus App or My Account.

You cannot use your plan's monthly calls, text and data inclusions if you are overseas. You will be charged at standard roaming rates, or you can purchase a travel pack (only available for Zone 1 countries). For the list of Zone 1 countries, see [optus.com.au/zone1](https://optus.com.au/zone1) for information on roaming call and data rates.

### 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**.