

Critical information summary

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

My Mobile Broadband Plus – 24 Months

Plan (Minimum term: 24 months)	\$20	\$40	\$60	\$80
Plan ID	800963 / 20296599	800964 / 20296609	800965 / 20296639	800966 / 20297859
Minimum monthly charge	\$20/mth	\$40/mth	\$60/mth	\$80/mth
Data to share	3GB	10GB	30GB	100GB
Cost of 1MB data	\$0.0065	\$0.0039	\$0.0020	\$0.0008
Minimum total cost Does not include any additional device repayments (if applicable)	\$480	\$960	\$1,440	\$1,920

Information on the service

These plans are Postpaid Mobile Broadband services which include a monthly data allowance for use within Australia.

Eligibility

My Mobile Broadband Plus plans are available to new and recontracting services. Eligible customers may rate plan change to these plans – see 'Plan Changes' section.

Minimum term

These are 24-month contract plans.

Mobile broadband device

You must purchase a device to use with your plan and pay it off over 24 months. Device repayments may apply depending on the device you pick. When you connect to a plan which has a monthly device credit, this will reduce the monthly repayment cost of the device you have chosen. If you cancel early, you will forfeit any device credit and will have to pay the remaining device repayments in full.

New Tablet Trade Up

These plans include the option of upgrading early to a new tablet on a contract. After 12 months on these plans, you have the option to pay a one-off fee of **\$99**, return your original tablet to Optus in good working order and purchase a new tablet 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 tablet. Alternatively, if you wish to keep your original tablet, you can simply pay out the full remaining cost of your tablet, including any monthly device credit that Optus was going to cover. You are under no obligation to use the New Tablet Trade Up option.

Included data

Monthly data inclusions are set out in the table above.

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 data (either on your device 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 next billing period. 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

My Mobile Broadband Plus plans do not include an allowance for standard national and international SMS and MMS. You also cannot use your plan's included data whilst overseas.

For details of charges for standard national and international SMS/MMS please refer to your pricing plan in the postpaid mobile broadband standard agreement found at optus.com.au/sfoa

Bundling arrangements

You don't need to bundle this plan with any other Optus service. However, these plans are eligible for a \$10 access fee discount for up to 24 months when you bundle with an eligible postpaid mobile service on the same billing account. This bundle discount is not available with any other monthly access fee discounts. You can have a maximum of 5 discounts per billing account. Even though the minimum term for these plans is 12 months, if you choose to stay on your plan for longer, the bundle discount will apply for 24 months to the mobile broadband service. The discount will be removed after 24 months or earlier if you move to an ineligible plan or cancel either your mobile or mobile broadband service, or move either service to a different billing account.

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 device 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

There are no plan cancellation fees. You will simply need to pay out the full remaining cost of your device, which will include any monthly device credit that Optus was going to cover. Plus all charges incurred up until the date of cancellation.

Plan changes

You can change your plan during your contract term to another 24-month My Mobile Broadband Plus 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 the contract term a fee may apply and any device 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
- **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 provide you with email usage alerts once you've reached approximately:

- 50%, 85% and 100% of your included data;
- Each time you incur charges of \$50 (incl GST) on services that aren't part of your plan's included 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 data if you are overseas. You will be charged at standard roaming rates, or you can purchase a travel pack (only available for certain countries). To avoid any nasty surprises, see optus.com.au/travel for information on roaming charges and tips on how to control your spend.

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

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**.