

Critical information summary

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

My Plan Plus SIM Only - Month to Month

Plan	\$45	\$55	\$65	\$75
Plan ID	800972 / 20385821	800973 / 20385831	800974 / 20385841	800975 / 20385851
Minimum monthly charge	\$45/mth	\$55/mth	\$65/mth	\$75/mth
Data to share	3GB	15GB	25GB	40GB
Standard national calls and text	Unlimited	Unlimited	Unlimited	Unlimited

Information on the service

Eligibility

My Plan Plus SIM Only plans are available to new and re-contracting services. Eligible customers may rate plan change to these plans – see 'Plan Changes' section.

Minimum term

These are month to month plans.

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 24 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 in Australia for calls, SMS and MMS to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- **Data to share**
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 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 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

Standard international calls from Australia will be charged at standard international PAYG rates.

See 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 may be 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/faingo

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

There are no plan cancellation fees however you'll have to pay any remaining payments for your phone in full if you have chosen a repayment option. Plus all charges up until the date of cancellation.

Plan changes

You can change your plan to another current My Plan Plus SIM Only plan once per month.

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 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**.