Critical Information Summary

Information about the service –
$20 My Mobile Broadband Plan 2GB

Description of the Service
This is a Postpaid Mobile Broadband Service for existing Postpaid Mobile Broadband customers who are recontracting. This plan includes 2GB of data for use within Australia.

Minimum Term
You can get this plan if you are recontracting on a month-to-month, 12 month or 24 month contract.

Plan inclusions and exclusions

<table>
<thead>
<tr>
<th></th>
<th>Amount (inc. GST)</th>
<th>Included in your monthly fee?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data charges in Australia:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Included Data</td>
<td>2GB</td>
<td>✓</td>
</tr>
<tr>
<td>Additional data charges in Australia</td>
<td>$10 PER 1GB up to a maximum of 20GB</td>
<td>x</td>
</tr>
<tr>
<td>SMS Charges in Australia</td>
<td>$0.25 per SMS</td>
<td>x</td>
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<tr>
<td>Data charges outside Australia:</td>
<td></td>
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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.

Mandatory goods
You need a compatible mobile internet device to use this service. If you choose to buy a modem or tablet from us you may be able to pay for it in monthly repayments.
You can only get this as a 4G plan if you bring your own (BYO) compatible modem. Please ask us for a list of compatible modems.

Special Promotions and Bolt-ons
This summary excludes any special promotions or extra value added services (bolt-ons) that may be associated with your plan or added by you after your contract commences.

Optus Internet Acceptable Use policy
The Optus Internet Acceptable Use policy sets out the rules and guidelines relating to your use of the Internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other Internet users. It also applies to ‘unreasonable’ and ‘unacceptable’ uses of this plan. For further details go to [optus.com.au/acceptableuse](http://optus.com.au/acceptableuse)

Optus Mobile Fair Go™ policy
Information about pricing

Minimum monthly charge
$20 per month.

Cancellation fees
The maximum cancellation fee is $140 on a 24 month contract and $100 on a 12 month contract. This fee will decrease during your contract period. If you cancel your plan, you’ll also have to pay any outstanding charges for your device if you have an equipment repayment plan.

Plan changes
If you change your plan during your contract term a fee may apply. Contact Customer Service if you would like further information.

Data Usage
Data will be counted in kilobytes, and includes both uploads and downloads. The cost of 1MB of data within your included Data is $0.01/MB. Additional data is automatically charged in 1GB increments once you’ve exceed your included data. Up to a maximum of 20GB. We may limit additional data available to you at these rates. If you use more than this we may continue to charge you at the same rates or restrict your data use that month.

Paper invoice fee
A $2.20 fee will be charged 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 pay by BPAY savings or Direct Debit from a Bank Account, there are no processing fees. A processing fee applies to payments made by credit or charge card and if you pay at Australia Post. 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 the Optus Standard Form of Agreement.

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
You can also monitor your unbilled usage with these options:
> Visit 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 value and data if you are overseas. To avoid any nasty surprises, see optus.com.au/roaming for information on roaming charges and tips on how to control your spend.

Customer service
You can call 133 937 for assistance on your account balance, usage status, payment details and other information. 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.

This is a summary only – the full Terms and Conditions for this plan can be found at optus.com.au/standardagreements