INFORMATION ABOUT THE SERVICE

How the Shared Data Plan works
When you have an Optus My Plan Plus or My Plan Business plan for your mobile phone you can share the data in your mobile plan with up to five SIM-ready mobile broadband devices – like tablets, USB modems and laptops.

For each device you add to share your mobile phone plan’s data, there’s a one-off $5 fee to set up a Shared Data Plan. For each device we’ll also give you an Optus Data SIM if you need one or if you already have one we’ll need to activate it on the Shared Data Plan. You cannot make calls with the Data SIM.

You can only have a Shared Data Plan if your mobile phone is activated on one of the following:
• My Plan Plus
• My Plan Plus SIM Only
• My Plan Plus 12M SIM
• My Plan Business
• My Plan Business SIM

There is a limit of up to five Shared Data Plans for each mobile connected to one of the plans listed above.

If your mobile plan is cancelled, your Shared Data Plan/s may also be cancelled, or you can change them to a standalone Mobile Broadband plan. If your Shared Data Plan/s remain active after your mobile plan has been cancelled, you will be charged $10 per 1GB of data within Australia, and additional fees (outlined in Information About Pricing over page) may apply.

Minimum Term
The Shared Data Plan is a month-to-month plan.

Mobile Broadband Device
You need a compatible mobile broadband device.
You can either:
• Bring your own mobile broadband device. It must be compatible with the Optus network. To check that it is compatible and set up to make the most of the Optus network, go to optus.com.au/compatibility
• Purchase a device from Optus. You can pay for it in full on your next bill or pay it off in 12 or 24 monthly repayments. Refer to Appendix D – Mobile Equipment Payment Plan at optus.com.au/standardagreement You can have one device repayment per Shared Data Plan.

For more information about My Plan Plus and My Plan Business plans, refer to your Critical Information Summary which is available in My Account or at optus.com.au/cis

Optus Mobile Fair Go policy
Optus Mobile Fair Go policy applies to ‘commercial purpose use’ and ‘non-ordinary use’ of this plan. For further details go to optus.com.au/mobilefairgo

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
INFORMATION ABOUT PRICING

Minimum monthly charge
There is a one-off $5 set-up fee.

Cancellation fees
Leave when you like – just pay any remaining device repayments (in full).

Data Usage
Data will be counted in kilobytes, and includes uploads and downloads.
If you exceed the included shareable data in your My Plan Plus or My Plan Business plan you’ll automatically be charged $10 for each additional 1GB data that you use (or part thereof), up to a maximum of 60GB per month. Your service may then be restricted or we may continue to charge you at these rates.
If you have more than one My Plan Plus or My Plan Business plan on the same billing account, any additional usage charges from the mobile broadband devices active on a Shared Data Plan will be applied to the first mobile service that connected a My Plan Plus or My Plan Business plan.

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
You may set a usage alert for your connected mobile broadband devices, and that alert will be sent at 85% and 100% of the amount you nominate. Note this alert will be sent to the email address of the mobile broadband service and/or mobile phone number you nominate.
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 see optus.com.au/alerts

USING YOUR SERVICE OVERSEAS
You cannot use your shareable data if you are overseas. If you want to use your mobile broadband device when you’re overseas you’ll need to activate roaming if its not already on. You can check your roaming settings and turn it on/off using My Account:
• You will be charged at standard roaming rates for your mobile broadband device/s; or
• You can purchase a travel pack. You will need a separate travel pack for each mobile broadband device (note, these are only available for certain countries).
To avoid surprises, see optus.com.au/travel for information on roaming rates, tips on how to control your spend and details on our travel packs.

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.