

## Critical information summary

# \$149 Optus Plus Family Plan

## Information about the Service

### Description of the service

This plan is for a mobile service that provides access to the Optus mobile network using a mobile phone device. This plan allows you to add up to 3 additional Optus Plus Family SIMs to share your plan's included data.

Plan	\$149 Optus Plus Family Plan	\$0 Optus Plus Family SIM
Minimum monthly charge	\$149/mth	\$0/mth
Minimum term	Month-to-month	Month-to-month
Monthly data to share for use in Australia	200GB	0GB
Standard national talk & text	Unlimited	Unlimited
Cancellation	If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle. Any related device payment plans will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment. Subject to your consumer law rights.	
Plan ID	33457545	33457385

### Eligibility

This plan is only available to eligible customers. Eligible customers may change rate plans to take up this plan.

If you voluntarily suspend your primary \$149 Optus Plus Family Plan you must suspend all associated Optus Plus Family SIMs.

You are responsible for all charges incurred on your account by any associated Optus Plus Family SIMs including device charges. The charge will begin when the primary \$149 Optus Plus Family Plan is activated. If you haven't activated the primary \$149 Optus Plus Family Plan within 60 days of signing up for it, Optus may suspend any linked Optus Plus Family SIM services no less than 60 days after the first non-primary Optus Plus Family SIM is activated. Optus may cancel any suspended services no less than 30 days after the relevant suspension date.

### Devices

You need a compatible mobile phone device to use with this plan. You may bring your own compatible device, or buy a compatible device from us with this plan on a device payment plan and pay for it over a selected term by interest free monthly payments. You'll need to remain on an eligible plan for the term of your device payment plan. If your device payment plan is cancelled, you'll need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited.

### Included value

Monthly inclusions are set out in the table above and included usage types are outlined below:

- **Standard national talk & text:** Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- **Monthly data to share:** This plan shares data within Australia. If you have more than one eligible plan that data shares on the same account, the included monthly data allowance will combine into one data sharing pool, which will be shared by all the eligible plans that share data on that account. If you use more than your included data, data usage on this plan and all services that share data with this plan will be slowed to a maximum of 1.5Mbps until the start of your next payment cycle, unless you purchase extra data.

Slowed data speeds (maximum of 1.5Mbps) are suitable for general internet browsing and music streaming, however some activities such as video streaming may see increased buffering and loading times. Any unused data expires at the end of each payment cycle. If you don't want to share data between your services, they will need to be on separate accounts. Data is counted in kilobytes, and includes uploads and downloads.

### What's not included

Your monthly included 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 Mobile standard agreement found at [optus.com.au/sfoa](http://optus.com.au/sfoa)

You cannot make outbound calls to international numbers, send SMS/MMS to international numbers or make use of mobile premium services on this plan.

### Special Promotions and Extras

This summary doesn't include information on special promotions or optional extra services (bolt-ons/add-ons) that you may access with this plan. Charges may apply to optional extras, including entertainment services. By signing up to an optional extra, you agree that it is subject to change. We'll try to give you at least 21 days' prior notice of a change, however, this does not entitle you to terminate your plan. Optional extras can be cancelled at any time; you just need to pay for any charges until the end of their payment cycle.

### Fair Go Policy

Our Fair Go Policy applies to this plan. Its 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 your data and confirms steps we may take to monitor and ensure compliance with this policy. For more information see [optus.com.au/fairgo](http://optus.com.au/fairgo)

## Information about pricing

### How are payments made?

You must set up automatic pay via a credit, debit or charge card as your payment method for this plan. You will need to agree to the Optus automatic payment (direct debit) service terms (found at [optus.com.au/about/legal/direct-debit-payments](https://optus.com.au/about/legal/direct-debit-payments)). If you remove your automatic payment method, we may cancel your service. For further details visit [optus.com.au/paymentssetup](https://optus.com.au/paymentssetup)

### When are payments made?

You will be automatically charged via your selected credit, debit or charge card in advance at the start of each payment cycle for recurring charges. We will not issue you with a monthly bill. This means that you may not be given at least 10 working days to check your account balance before payment. You can view your payments and payment method at any time in My Optus app or by visiting MyAccount at [optus.com.au/myaccount](https://optus.com.au/myaccount)

## Other information

### Cancelling your plan

If your plan is cancelled, you will not receive a refund for the remainder of any payment cycle. All associated Optus Plus Family SIMs (and Optus Plus Kids Plans, if any) will need to be changed or cancelled, otherwise they may be suspended and/or cancelled by us. All related device payment plans will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment. Associated Optus Plus Family SIMs that are inactive for more than six months may be suspended and then cancelled by us. This is subject to your consumer law rights.

### Changing your plan

We may make changes to your plan, including to the price or inclusions. This could include moving you to a new plan, which may cost more. We'll give at least 30 days' notice of any increase to monthly plan access fees, any decrease in data inclusions or any plan moves. If you don't like the change, you can choose a new plan (once per payment cycle) or cancel (see Cancelling your plan).

You can change to another eligible plan once per payment cycle or cancel at any time (see Cancelling your plan). If you change your plan, any related device payment plan will remain in place and the payments will remain the same. You may lose existing add-ons if you change to a plan that is not eligible for these and you will not receive a pro-rata refund. If you change your plan to an ineligible plan, all associated Optus Plus Family SIMs (and Optus Plus Kids Plans, if any) will need to be changed or cancelled. If they are not changed or cancelled, they may be suspended and then cancelled by us.

## Tracking your spend

We'll provide you with usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your shared data (for use in Australia).

You can choose your preferred method of receiving usage alerts and service notifications by visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

You can monitor your usage by:

- Downloading My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)
- Visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

For more information about usage alerts and how to control your spend see [optus.com.au/for-you/support/answer?id=1450](https://optus.com.au/for-you/support/answer?id=1450)

## Using your service overseas

International roaming is not currently available on this plan. You will not be able to use your Optus mobile service overseas while on this plan. For further information, please visit [optus.com.au/roaminginfo](https://optus.com.au/roaminginfo)

## Customer Service

If you need assistance visit [optus.com.au/contactus](https://optus.com.au/contactus) for information on how to get in touch with our customer service experts.

You can use the My Optus App on your mobile to make a payment, 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**.