

## Critical information summary

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

# Optus Choice – month-to-month mobile plans

## Information about the Service

These plans are Postpaid Mobile services that contain the inclusions listed in the table below.

Plan	S	M	L	XL
Minimum monthly charge Minimum term one month	\$39/mth	\$49/mth	\$59/mth	\$79/mth
Monthly data to share for use in Australia	10GB	60GB	100GB	120GB
Standard national talk & text	Unlimited	Unlimited	Unlimited	Unlimited
Standard international talk & text to 35 Selected Destinations from Australia	–	Unlimited	Unlimited	Unlimited
Standard roaming calls and SMS for use while overseas in Zone 1 destinations (subject to change)	–	–	Unlimited	Unlimited
Roaming data for use while overseas in Zone 1 destinations (subject to change)	–	–	2GB	4GB
Cancellation fees	There are no plan cancellation fees. If applicable, you'll need to pay out any remaining device payments in full and all charges incurred up to the end of the bill cycle in which the service was cancelled.			
Plan ID	34401184	34401194	34401204	34401214

### Eligibility

Optus Choice plans are available to new and recontracting services. Eligible customers may change rate plans to these plans.

### Bringing your own device

You may bring your own device to use with these plans.

### Device payment plan

You can buy an eligible device on a device payment plan and pay for it over a selected term by monthly instalments. You will need to remain on your Optus Choice or other eligible plan for the term of your device payment plan. If you cancel your plan or move to an ineligible plan, your related device payment plan will also be cancelled. You'll need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited.

### New Phone Trade Up

If you add a 24 or 36-month device payment plan to these plans in the last 12 months of the device payment plan, you can upgrade early to a new eligible device on a new device payment plan. Just pay the \$149 Trade Up fee, return your original device to Optus in good working order and sign up to your new 24 or 36-month device payment plan. You may also need to sign a separate agreement with our second hand vendor to transfer ownership of your original device.

### Included value

Monthly inclusions 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.
- Standard international talk & text from Australia**  
If you have the M, L or XL plan included calls, SMS and MMS can be used to standard numbers to the following destinations: Brazil, Brunei, Cambodia, Canada, mainland China, Colombia, Denmark, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Lebanon, Malaysia, Malta, Mexico, New Zealand, Norway, Poland, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, UK, USA and Vietnam (Selected Destinations).

### Monthly 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 Sharing pool, which will be shared by all the plans that share data on that account. If you use more than your included data, these plans and all services that share data with these plans will be slowed to a maximum of 1.5Mbps until the start of your next billing period, unless you purchase extra data. Any unused data expires at the end of each billing period. 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.

### International roaming calls, text and data

If you have the L or XL plan you can use the included roaming value while overseas for calls to standard national and international numbers and SMS (excludes MMS), as well as your amount of roaming data for use in Zone 1 destinations. Eligible destinations are subject to change, see current list at [optus.com.au/zone1](https://optus.com.au/zone1). See section 'Using your service overseas' for additional information.

### 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 Postpaid Mobile standard agreement found at [optus.com.au/sfoa](https://optus.com.au/sfoa)

You can only use your included international calls and SMS/MMS to Selected Destinations. Calls and SMS/MMS outside of your inclusions or to other destinations will be charged at standard international PAYG rates, see [optus.com.au/international](https://optus.com.au/international) for rates.

Your roaming inclusions can only be used in Zone 1 destinations (subject to change) and once you have exceeded any inclusions you will be charged at standard international roaming rates unless you purchase a travel option (note, these are only available for eligible destinations). See [optus.com.au/roam](https://optus.com.au/roam) for information on eligible destinations, roaming, call and data rates, tips on how to control your spend and details on our travel options.

You can bar the use of mobile premium services at any time, free of charge. For more information and guidance on how to limit or bar your service from mobile premium services, go to [optus.com.au/premiumsms](https://optus.com.au/premiumsms)

### Special promotions and extras

This summary may not cover all special promotions or optional extras you may select. Optional extras may be available and charges may apply depending on your plan. By signing up to an optional extra, you agree that it is subject to change at any time. We will 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 pay for these charges until the end of that billing month.

### Fair Go Policy

Our Fair Go Policy applies to these plans. 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 these plans. 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](https://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 services not included in your plan or exceed your monthly allowances, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

### Cancellation

You can cancel your plan at any time with no cancellation fee. You'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions (including for services or accessories), incurred up to the end of the bill cycle in which the service was cancelled. However, if you have a related device payment plan this will also be cancelled. You will need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited. This is subject to your Australian Consumer Law rights.

### Plan changes

You can change to another eligible month-to-month plan once per billing period. If you change your plan and you also have a related device payment plan, your device payment plan will remain in place and your device payments will remain the same. You may lose your existing add-ons and/or options if you change to a plan that is not eligible for these add-ons and/or options, and these will still be charged in full for your current billing period.

We may make changes to your plan, options and add-ons. This could include moving you to a new plan, option or add-on which may cost more. If we increase your plan price or add-on fees (additional data, international talk & text or roaming), decrease your data inclusion or move you to a new plan, we will give you at least 30 days' notice of these changes. If you don't like the changes, you can choose a new plan (once per billing period) or cancel your plan (see Cancellations above). For any other changes we make to your plan that we reasonably believe may adversely impact on you, we will give you reasonable notice of those changes.

### Add-on changes

You can make changes to your plan add-ons at any time. For example, you may be able to add data. Data add-ons will be applied immediately and each data add-on can be added once per 24hrs, per service. You will receive the new inclusions straight away and pay the full cost of the add-on(s) on your next bill. The inclusion of your data add-on is added to your shared data allowance and will be shared across all services that share data on your billing account. Data add-ons expire if all the data is used or at the end of the billing period (whichever comes first). Any unused data is forfeited and cannot be rolled over to your next billing period.

### 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](https://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](https://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](https://optus.com.au/standardagreements)

### Other information

#### Tracking your spend

We'll provide you with usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your included data (for use in Australia);
- Once you've reached approximately 50%, 85% and 100% of your international roaming data; and
- Each time you incur charges of \$50 (incl. GST) on services that aren't part of your plan's inclusions.

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 unbilled usage by:

- Downloading the 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

You cannot use your plan's standard calls, text and data inclusions if you are overseas. To use your mobile phone when you're overseas, you need to activate roaming if it's not already on. Check your roaming settings and turn roaming on/off using the My Optus App or My Account.

If you have the L or XL plan, you can only use your international roaming inclusions in selected Zone 1 destinations (subject to change). If you are not in a Zone 1 destination, exceed the data limit or have the S or M plan, you will be charged at standard international roaming rates unless you purchase a travel option (note, these are only available for eligible destinations).

To avoid surprises, see [optus.com.au/roam](https://optus.com.au/roam) for information on eligible destinations, roaming, call and data rates, tips on how to control your spend and details on our travel options.

#### Customer Service

You can use the 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](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**.