Critical information summary

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

**$119 Optus One – month-to-month mobile plan**

<table>
<thead>
<tr>
<th>Plan</th>
<th>Minimum monthly charge</th>
<th>Monthly data to share</th>
<th>Standard national calls and text</th>
<th>Standard international calls and text</th>
<th>Standard roaming calls and SMS for use while overseas</th>
<th>Roaming data for use while overseas</th>
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<td>Minimum term one month</td>
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<td>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 cancellation date.</td>
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**Information about the Service**

This plan is a postpaid mobile service that contains the inclusions listed in the table above.

**Eligibility**
This plan is available to new and recontracting services. Eligible customers may change rate plans to this plan.

For use in mobile phones and tablet devices only. You cannot use the SIM card in other devices like modems.

**Bringing your own device**
You may bring your own device to use with this plan. To check it's compatible and set up to make the most of our network, go to optus.com.au/coverage

**Device payment plan**
You can buy an eligible device on a device payment plan and pay for it over a selected term by monthly installments. You will need to remain on your Optus One 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 this plan, 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 calls and 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 calls and text from Australia**
  This plan's 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**
  This plan shares 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 (on any eligible 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.

- **International roaming calls, text and data**
  You can use your included roaming value while overseas for calls to standard national and international numbers and SMS (excludes MMS), and 10GB of roaming data for use in Zone 1 destinations. Eligible destinations are subject to change, see current list at 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 these charges please refer to your pricing plan in the Postpaid Mobile standard agreement found at 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 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. See optus.com.au/zone1 for standard international roaming rates and more.

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Special promotions and extras
This summary may not cover all special promotions or optional extras you may select. Entertainment options may be available and charges may apply depending on your plan. By signing up to an entertainment option, 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. Entertainment options can be cancelled at any time; you just pay for these charges until the end of that bill 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

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 & 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 date the service was cancelled. You will also receive a pro-rated refund of your plan’s access fee for your last billing period based on when you cancelled your plan. 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 calls & 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. When adding a data add-on, you can choose for it to be applied immediately or at the start of your next billing period. If you choose for it to be applied immediately, you will receive the new inclusions straight away and pay the full monthly cost of the add-on on your next bill. You will lose your existing add-on if your new add-on is not compatible with your old add-on, and these will still be charged in full for your current billing period. Add-on charges are billed a month in advance and will continue each billing period until removed from your service.

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, international calling and roaming options (if you select them);
- Each time you incur charges of $50 (incl. GST) on services that aren’t part of your plan’s included data;
- When you’ve reached 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
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. You cannot use your plans standard calls, text and data inclusions if you are overseas.

This plan includes international roaming as detailed in the table at the start of this summary. 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 or exceed the roaming data limit, you will be charged at standard international roaming rates (see optus.com.au/zone1 for standard international roaming rates). This plan is not compatible with Optus Travel Packs.

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

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.