

## Critical information summary

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

# Optus Choice Connected Watch Plan

Plan ID: 34716664

## Information on the Service

This plan is a mobile broadband service which includes a monthly data allowance for use within Australia. This plan is available with the purchase of a smartwatch from Optus.

Plan	
<b>Minimum monthly charge</b> Minimum term one month	\$10/mth + monthly device payment
<b>Minimum total cost when you stay connected for 12 months</b>	\$120 + full cost of your device
<b>Minimum total cost when you stay connected for 24 months</b>	\$240 + full cost of your device
<b>Minimum total cost when you stay connected for 36 months</b>	\$360 + full cost of your device
<b>Monthly data to share</b> For use in Australia	1GB
<b>Cost of 1MB data</b>	\$0.0098
<b>Cancellation fees</b>	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.

### Eligibility

The Optus Choice Connected Watch Plan is available to new and recontracting services.

### Devices

You must buy an eligible connected 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 Connected Watch Plan 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.

### 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 Sharing pool, which will be shared by all the plans that share data on that account.

Data associated on this plan can be used by the wearable device where you have an additional eligible Optus postpaid mobile service with Number Share activated.

If you do not have an additional eligible Optus postpaid mobile service with Number Share activated (or if you so choose) your SIM can be used in a separate SIM enabled device and the 1GB monthly data to share can be used on that device.

If you use more than your included data, 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 billing period, unless you purchase extra data. 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.

### What's not included

This plan does not enable you to make calls to Australian numbers and does not include an allowance for standard national and international SMS and MMS. You also cannot use your plan's included data whilst overseas.

If you send SMS/MMS with this plan from a compatible device the following PAYG rates apply:

- 10c per standard national SMS or MMS sent to numbers in Australia
- 50c per SMS sent to international numbers from Australia
- 75c per MMS sent to international numbers from Australia

For further details of charges please refer to your pricing plan in the Mobile Internet standard agreement found at [optus.com.au/sfoa](https://optus.com.au/sfoa)

### 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 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](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 things not included in your plan or exceed your monthly data allowance, 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.

### Plan changes

You cannot change rate plans to another plan.

We may make changes to your plan. This could include moving you to a new plan which may cost more. If we increase your plan price, 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 cancel your plan, in which case any related device payment plan will also be cancelled and you'll have to pay out any remaining device payments in full (see Cancellation below). 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.

### 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 on your next bill and you will lose any applicable device credits or discounts. This is subject to your Australian Consumer Law rights.

### 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; and
- Each time you incur charges of \$50 (incl. GST) on services that aren't part of your plan's included data.

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 included data if you are overseas. You will be charged at standard roaming rates, or you may be able to 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**.