

Critical information summary

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

\$35 My Plan Plus 12-month SIM

Plan ID: 34785684

Information about the Service

This plan is a Postpaid Mobile service that contains the inclusions listed in the table below.

Plan (Minimum term: 12 months)	
Minimum monthly charge	\$35/mth
Monthly data to share for use in Australia	20GB
Standard national calls and text	Unlimited
Maximum plan cancellation fee Does not include any additional device payments (if applicable)	\$210
Minimum total cost Does not include any additional device payments (if applicable)	\$420

Eligibility

This plan is available to new services in selected channels.

Minimum term

This plan has a minimum term of 12 months.

Device payment plan

You need a compatible device to use with this plan. Depending on the eligibility in your selected channel, you may be given the opportunity to buy an eligible device on a device payment plan and pay for it over a selected term by monthly instalments. If you cancel your plan or move to an ineligible plan, your related device payment plan will be 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 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.
- 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. If you use more than your included data (either on the handset or any connected handset/mobile broadband device) we'll automatically give you increments of 1GB for \$10/GB. If you use more than 150GB on a single billing account we may restrict your data until the 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.

What's not included

Your monthly 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

Standard international calls from Australia will be charged at standard international PAYG rates.

See optus.com.au/international for more information.

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

Special promotions and extras

This summary may not cover all special promotions or optional extras you may select. Optional extras are 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 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 and your plan will continue for the rest of its term.

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 the internet 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 mobile 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.

Cancellation

The maximum cancellation fee is described in the table at the start of this summary and will reduce each month of your contract term. Your cancellation fee will be \$17.50 x months remaining in your minimum term. If you cancel your mobile plan, you'll also have to pay all charges incurred up to the end of the bill cycle in which the service was cancelled. 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 your plan during your contract term to another My Plan Plus 12-month SIM plan provided you move to a plan with a higher monthly access fee. If you move to a plan with a higher monthly access fee 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 cannot change your plan during the contract term to a plan with the same or lower monthly access fee. If you change your plan during your contract term a fee may apply.

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
- **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 payment fee. For more information please see 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;
- Each time you incur charges of \$50 (incl. GST) on services that aren't part of your plan's inclusions; and
- When we automatically add an additional 1GB data for \$10 to your account.

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

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 and how to control your spend see optus.com.au/for-you/support/answer?id=1450

Using your service overseas

You cannot use your included calls, text and data if you are overseas. If you want to use your mobile phone when you're overseas you'll need to activate roaming if it's not already on. You can check your roaming settings and turn it on/off using the My Optus App or My Account:

- You will be charged at standard roaming rates for your mobile; 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 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

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**.