

Critical information summary

\$39 Saver Plan

Plan ID: 34844894

Information about the Service

This plan is a Postpaid Mobile service that contains the inclusions listed in the table below and is for use with a mobile phone device.

Plan	
Minimum monthly charge Minimum term one month	\$39/mth
Monthly data for use in Australia	60GB
Standard national talk & text	Unlimited
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.

Eligibility

This plan is only available to selected customers directly invited by Optus to connect.

Devices

You need a compatible device to use with this plan.

If permitted by Optus, 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 an eligible postpaid mobile 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.

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.
- **Monthly data**
This plan includes 60GB of data for use in Australia per month and is not compatible to share data with other services on your account. If you use more than your included data, your service will be slowed to 1.5Mbps until the start of your next billing period. Any unused data expires at the end of each billing month. 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. Standard international SMS & MMS from Australia will be charged at standard PAYG rates. If permitted by Optus, you may make outbound calls to international numbers at PAYG rates. For details of those charges please refer to your pricing plan in the Postpaid Mobile standard agreement found at optus.com.au/sfoa

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

If permitted by Optus, you may be able to access special promotions and optional extras which may not be covered in this summary. Charges may apply for optional extras. 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

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 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 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 our agreement with you and your Australian Consumer Law rights.

Plan changes

If permitted by Optus, 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.

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 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.

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 also 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% and 85% of your included data (for use in Australia); and
- Each time you incur charges of \$50 (incl. GST) on services that aren't part of your plan's included data.

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

If permitted by Optus, you can use your mobile phone when you're overseas by activating roaming. 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.

- 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**.