

Critical information summary

\$115 Optus Plus Promo Plan - month-to-month

Plan ID: 35506204

Information about the Service

Description of the Service

This plan is for a mobile service that provides access to the Optus mobile network using a mobile phone device.

Plan	
Minimum monthly charge	\$115/mth
Special Offer	\$65/mth for first 12 months (see "Information about pricing" on page 2 for details)
Minimum term	Month-to-month
Monthly data to share for use in Australia	500GB
Standard national talk & text	Unlimited
Standard international talk & text to 35 Selected Destinations from Australia	Unlimited
Cancellation	If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle. Any related device payment plan will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment. Subject to your consumer law rights.

Eligibility

This plan is available to selected new and recontracting services, as advertised from time to time.

Devices

You need a compatible mobile phone device to use with this plan.

You may bring your own compatible device, or buy a compatible device from us with this plan on a device payment plan and pay for it over a selected term by interest free monthly payments. You'll need to remain on an eligible plan for the term of your device payment plan. If your device payment plan is cancelled, you'll need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited.

What's included

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**
This plan's included international 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 eligible plan that data shares on the same account, the included monthly data allowance will combine into one data sharing pool, which will be shared by all the eligible plans that share data on that account. If you use more than your included data, data usage on 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 payment cycle, unless you purchase extra data. Slowed data speeds (maximum of 1.5Mbps) are suitable for general internet browsing and music streaming, however some activities such as video streaming may see increased buffering and loading times. Any unused data expires at the end of each payment cycle. If you don't want to share data between your services, they will need to be on separate accounts. Data is counted in kilobytes, and includes uploads and downloads.

What's not included

Your monthly standard national 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 Mobile standard agreement found at optus.com.au/sfoa

You can only use your included international calls and SMS/MMS to Selected Destinations. You cannot make outbound international calls or send international SMS/MMS to any destinations not included in the Selected Destinations (listed above).

You cannot make use of mobile premium services on this plan.

Special promotions and extras

This summary doesn't include information on special promotions or optional extra services (bolt-ons/add-ons) that you may access with this plan. Charges may apply to optional extras, including entertainment services. By signing up to an optional extra, you agree that it is subject to change. We'll 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 need to pay for any charges until the end of their payment cycle.

Fair Go Policy

You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable or fraudulent, including by causing significant congestion to our network. We may take steps to monitor and ensure compliance with this policy, including by suspending or cancelling your service. For more information see optus.com.au/fairgo

Information about pricing

Special Offer - \$65/mth for 12 months

Available to eligible consumer or business (excludes Tech Fund & Fleet) customers signing up or recontracting to this plan. Discount is forfeited if you cancel, move to an ineligible plan, or (after the advertised offer end date) recontract your plan by adding or removing a device payment plan. Available once per service on up to 5 services under one account. Not available with other offers, unless specified. Discount applies for 12 months after which the plan fee reverts to standard in market price (currently \$115/mth).

How are payments made?

You must set up automatic pay via a credit, debit or charge card as your payment method for this plan. You will need to agree to the Optus automatic payment (direct debit) service terms (found at optus.com.au/about/legal/direct-debit-payments). If you remove your automatic payment method, we may cancel your service. For further details visit optus.com.au/paymentsetup

When are payments made?

You will be automatically charged via your selected credit, debit or charge card in advance at the start of each payment cycle for recurring charges. We will not issue you with a monthly bill. This means that you may not be given at least 10 working days to check your account balance before payment. You can view your payments and payment method at any time in My Optus app or by visiting MyAccount at optus.com.au/myaccount

Other information

Cancelling your plan

You can cancel your plan at any time by notifying us. You will not receive a refund for the remainder of any payment cycle. Any related device payment plan will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment. This is subject to your consumer law rights.

Changing your plan

We may make changes to your plan, including to the price or inclusions. This could include moving you to a new plan, which may cost more. We'll give at least 30 days' notice of any increase to monthly plan access fees, any decrease in data inclusions or any plan moves. If you don't like the change, you can choose a new plan (once per payment cycle) or cancel (see Cancelling your plan). This is subject to your consumer law rights.

You can change to another eligible plan once per payment cycle or cancel at any time (see Cancelling your plan). If you change your plan, any related device payment plan will remain in place and the payments will remain the same. You may lose existing add-ons if you change to a plan that is not eligible for these and you will not receive a pro-rata refund.

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).

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 usage by:

- Downloading 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

International roaming is not currently available on this plan. You will not be able to use your Optus mobile service overseas while on this plan. For further information, please visit optus.com.au/roaminginfo

Customer service

If you need assistance visit optus.com.au/contactus for information on how to get in touch with our customer service experts.

You can use My Optus App on your mobile to make a payment, 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 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**.