

Critical information summary

500MB Connected Device Plan

Plan ID: 35591844

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	
Minimum monthly charge	\$5/mth + monthly device payment
Minimum term	Month-to-month
Minimum total cost when you stay connected for 12 months	\$60 + full cost of your device
Minimum total cost when you stay connected for 24 months	\$120 + full cost of your device
Minimum total cost when you stay connected for 36 months	\$180 + full cost of your device
Monthly data to share For use in Australia	500MB
Cost of 1MB data	\$0.01
Cancellation fees	If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle, unless provided in our standard agreement and subject to your consumer law rights. 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.

Eligibility

The 500MB Connected Device Plan is available to new and recontracting services through selected channels.

Devices

You must buy an eligible connected device on a payment plan and pay for it over a selected term by monthly instalments. You will need to remain on your 500MB Connected Device Plan or other eligible plan for the term of your 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 or plan credits or discounts will be forfeited.

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.

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

If you do not have an additional eligible Optus mobile service with Number Share activated (or if you so choose) your SIM can be used in a separate SIM enabled device.

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

This plan does not enable you to make standard national or international calls, send standard national and international SMS/MMS or make use of premium mobile services. You also cannot use your plan's included data whilst overseas.

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

How are payments made?

Automatic payments via credit, debit or charge card are required for these plans. By signing up to these plans, you are agreeing to the Optus automatic payment terms at optus.com.au/about/legal/automatic-payment-terms. For further details visit optus.com.au/paymentssetup

When are payments made?

You will be automatically charged via your selected credit, debit or charge card at the start of each payment cycle for recurring charges. You can view your invoices and payment method at any time in My Optus app or by visiting MyAccount.

Other information

Cancelling your plan

You can cancel your plan at any time by notifying us. You'll not receive a refund of charges paid in advance for the remainder of your payment cycle, unless provided in our standard agreement and subject to your consumer law rights. 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.

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).

You cannot change this plan to another plan.

Tracking your spend

We'll provide you with usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your included data.

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/alerts

Using your service overseas

International roaming is not currently available on this plan. You will not be able to use your 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 the 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 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**.