

Critical information summary

Plan ID: 35771654

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

1GB Optus Watch Promo Plan

Information about the Service

Description of the Service

This plan is a mobile broadband service which includes a monthly data allowance for use within Australia.

Plan	
Minimum monthly charge	\$10/mth + monthly device payment (if applicable)
Minimum term	Month-to-month
Minimum total cost when you stay connected for 12 months	\$120 + full cost of your device (if applicable)
Minimum total cost when you stay connected for 24 months	\$240 + full cost of your device (if applicable)
Minimum total cost when you stay connected for 36 months	\$360 + full cost of your device (if applicable)
Monthly data to share for use in Australia	1GB
Cost of 1MB data	\$0.0098
Cancellation	There are no plan cancellation fees. You will need to pay out all charges incurred up to the end of the payment cycle in which your service is cancelled.

Eligibility

This plan is available to new and recontracting services with selected devices (as advertised from time to time). Selected customers may be eligible to take up this plan without an associated 12, 24 or 36-month device payment plan.

Devices

Unless specified otherwise, 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 Plus 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 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 on this plan can be used by the 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 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:

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

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 doesn't include information on special promotions or optional extra services (bolt-ons/add-ons) that you may access with these plans. 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 your 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

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. If you exceed your monthly allowances, you may have to pay more than your minimum monthly charge set out in the table at the start of this summary or the speed of your service may be restricted.

Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

Bill charges

We recommend that you select automatic payments (direct debit) as your payment method to avoid any additional payment charges. The below table outlines any additional charges that may apply when paying your bill.

Payments by direct debit	No charge
BPay payments	No charge
Electronic copy of your bill	No charge
Payments in-person at Australia Post	See optus.com.au/payments
Paper copy of your bill	See optus.com.au/billingfees
Late payment fee	See optus.com.au/billingfees
Non-direct debit fee	See optus.com.au/billingfees
Credit card payment fee	See optus.com.au/billingfees

For more details on methods to pay your bill visit optus.com.au/payments

Other information

Cancelling your plan

You can cancel your plan at any time with no cancellation fee. If your plan is cancelled you'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions, incurred up to the end of the payment cycle in which your service is cancelled. 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).

You can change to another eligible month-to-month plan once per payment cycle. You may lose your existing add-ons and/or options if you change to a plan that is not eligible for these add-ons and/or options, and these will still be charged in full for your current payment cycle.

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

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/alerts

Using your service overseas

You cannot use your included data if you are overseas. If you want to use your device 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 selected destinations).

To avoid surprises, see optus.com.au/roam for information on selected destinations, roaming call and data rates, tips on how to control your spend and details on our travel options.

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 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**.