

Critical information summary

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

Data Plan – Month-to-month

Plan	\$15	\$25	\$50
Plan ID	801186, 34267704	801187, 34266394	801188, 34265084
Minimum monthly charge	\$15/mth	\$25/mth	\$50/mth
Data to share	5GB	25GB	75GB
Cost of 1MB data	\$0.0029	\$0.0010	\$0.0007
Minimum total cost when you stay connected for 1 month Does not include any additional device repayments (if applicable)	\$15	\$25	\$50
Minimum total cost when you stay connected for 12 months Does not include any additional device repayments (if applicable)	\$180	\$300	\$600
Minimum total cost when you stay connected for 24 months Does not include any additional device repayments (if applicable)	\$360	\$600	\$1,200

Information on the Service

These plans are Mobile Data Plan services which include a monthly data allowance for use within Australia.

Eligibility

Data Plans are available to new and recontracting services. Eligible customers may rate plan change to these plans – see 'Plan Changes' section.

Minimum term

These are month-to-month plans. You may also choose to add an eligible device on a 12 or 24-month device payment plan.

Device

You need a compatible device to use with this service. You can either:

- Bring your own device. To check it's compatible and set up to make the most of our network go to optus.com.au/coverage
- Purchase an eligible device outright from Optus.
- Purchase an eligible device on a 12 or 24-month interest-free device payment plan.

Included data

Monthly data inclusions are set out in the table above.

These plans share 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 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 your device or any connected device) we'll automatically give you another 1GB for \$10. If you use more than 150GB on a single billing account we may continue to charge you at the same rates, restrict your data or slow your speed to 256Kbps until the next billing period. 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

Data plans do not include an allowance for standard national and international SMS and MMS. You also cannot use your plan's included data whilst overseas. For details of charges for standard national and international SMS/MMS please refer to your pricing plan in the Mobile Internet standard agreement found at optus.com.au/SFOA

Special Promotions and Extras

This summary may not cover all special promotions or optional extras you may select. Entertainment options may be available and charges may apply depending on your plan. By signing up to an entertainment option, 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. Entertainment options 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's 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 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.

Cancellation

If you need to cancel your plan, there are no plan cancellation fees. However, if you have a related device payment plan, then this will be cancelled and you'll have to pay out any remaining payments for your device under that device repayment plan. You will also need to pay all charges outside of your plan inclusions which have been incurred up until the date of cancellation. This is subject to your consumer law rights.

Plan changes

If you are on a SIM Only Plan, you can change your Data Plan to another month-to-month Data Plan once per month. If you have a 12 or 24-month device payment plan, you can change your plan to another Data Plan once a month, but your device payment plan will remain the same.

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 email 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 included data;
- 85% and 100% of any additional data that you've used above your standard plan inclusion each month; and
- When we automatically add an additional 1GB data for \$10 to your account.

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

You cannot use your included data if you are overseas. You will be charged at standard roaming rates, or you may be able to purchase a travel option (only available for certain destinations).

To avoid any nasty surprises, see optus.com.au/travel for information on roaming charges and tips on how to control your spend.

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**.