

Critical Information Summary

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

\$55 Business Plus SIM Only 24M Mobile Plan

Plan (Minimum term: 24 months)	\$55
Minimum monthly charge	\$55/mth
Data to share	80GB
Standard national talk and text	Unlimited
Standard international talk and text To 140 selected destinations from Australia	Up to 750 mins
Standard roaming calls and SMS for use while overseas (in Zone 1 destinations)	Unlimited
Roaming data for use while overseas (in Zone 1 destinations – see link below)	5GB
Maximum cancellation fee	\$660
Minimum total cost	\$1,320
Plan ID	35126414

Information about the service

This plan is a postpaid mobile service that contains the inclusions listed in the table above.

Eligibility

To be eligible for these plans you or your business must provide us with a registered ACN, ARBN or ABN.

Mobile Handset

You need a compatible mobile handset. You can either:

- Bring your own handset. To check it's compatible and set up to make the most of our network go to optus.com.au/compatibility
- Purchase a handset from Optus. You can pay for it in full on your next bill or pay it off in 24 monthly repayments.

Included Value

Monthly inclusions are set out in the table above and included usage types are outlined below:

- Standard national calls and 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 calls and text from Australia**
Included International calls, SMS and MMS can be used to standard numbers to the following destinations (subject to change): Albania, American Samoa, Andorra, Antigua, Argentina, Armenia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Bermuda, Bhutan, Bolivia, Bosnia, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Canada, Cape Verde, Cayman Island, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica Island, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Estonia, Faeroe Islands, Fiji, Finland, France, French Polynesia (Tahiti), Georgia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam,

- Guatemala, Guiana French, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Ireland, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Korea south, Kuwait, Kyrgyzstan, Laos, Lebanon, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Mariana Island, Marshall Island, Martinique, Mauritius, Mexico, Monaco, Mongolia, Myanmar, Nepal, Netherlands Antilles, Netherlands, New Caledonia, New Zealand, Nicaragua, Norway, Pakistan, Palestine, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russian Federation, Saudi Arabia, Serbia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, St Kitts & Nevis, St Lucia, St Vincent, Sweden, Switzerland, Taiwan, Tajikistan, Thailand, Trinidad & Tobago, Turkey, Turkmenistan, Turks & Caicos, UK, Ukraine, United Arab Emirates, Uruguay, Us Virgin Island, USA, Uzbekistan, Venezuela and Vietnam (Selected Destinations). Note that, because international SMS and MMS from Australia are delivered by third party carriers in the destination country, we can't guarantee that an international carrier will complete an SMS or MMS in all cases.
- International roaming calls and SMS**
With this plan you can use included roaming value while overseas in Zone 1 destinations for calls to standard national and international numbers and SMS (excludes MMS). See section "Using your service overseas" for additional information. (See optus.com.au/zone1 for Zone 1 destinations).
- Data to share**
This plan shares 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 Sharing pool, which will be shared by all the plans that share data on that account. If you use more than your included data, 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 billing period, unless you purchase extra data. Any unused 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

The plan does 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 postpaid mobile standard agreement found at optus.com.au/sfoa Calls outside of your inclusions will be charged at standard international PAYG rates, see optus.com.au/international for rates. Roaming inclusions can only be used in Zone 1 countries and once you have exceeded any inclusions you will be charged at roaming rates. See optus.com.au/zone1 for more information. 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 may not cover all special promotions or optional extras you may select. Streaming and entertainment options are available, and charges may apply depending on your plan. By signing up to a streaming or entertainment option, you agree that it is subject to change at any time. We will try to give you 21 days prior notice of a change; however, this does not entitle you to terminate your plan. Streaming or entertainment options can be cancelled at any time; you just pay for these charges until the end of your mobile plan bill cycle and your mobile plan will continue for the rest of its term.

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' use of this services. It also sets out your responsibilities when you use the internet 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 mobile 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. All charges are inclusive of GST.

Cancellation

The maximum cancellation fee will reduce each month of your contract term. You'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions (including for services or accessories), incurred up 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 your Australian Consumer Law rights.

Plan changes

You can change your plan during your contract term provided you move to another plan with a higher monthly access fee. You cannot change your plan during the contract term to a plan with the same or lower monthly access fee. If you change your plan during your contract term a fee may apply.

Billing

- **Paper invoice fee**
You'll be charged \$2.20 each month if you choose to receive paper bills. 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 fee. For more information please see optus.com.au/standardagreements

Other information

Tracking your spend

We'll send SMS usage alerts to your mobile phone:

- Once you've reached approximately 50%, 85% and 100% of your included data
- Each time you incur charges of \$50 (inc GST) on services that aren't part of your plan's included calls, texts or data
- When you've reached 85% and 100% of any additional data that you've used above your standard plan inclusion each month; and

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

To use any applicable roaming inclusions when you're overseas, you need to activate roaming on your device if it's not already on. Check your roaming settings and turn roaming on/off using My Optus app or My Account. Data provided is not shareable and will not form part of any Data Pool.

The plan includes international roaming as described in the table at the start of this summary. You can only use your international roaming inclusions in selected Zone 1 countries. You cannot use your plan's other call, text and data if you are overseas. You will be charge standard roaming rates if you are not in a Zone 1 country, use MMS, make nonstandard calls or exceed the data limit.

If your account number starts with a 62, you can activate Optus Roaming Pass which will automatically start once you have used up your plan's included roaming data.

You can use your plan's roaming inclusions in Zone 1 destinations and Roaming Pass in Roaming Pass Eligible Destinations, see optus.com.au/roam for more info and eligible destinations. This plan are not compatible with Travel Packs.

Customer service

You can use 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 For other assistance and account information, see optus.com.au/customerhelp

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**.