

Critical information summary

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

My Mobile Broadband Plus – 12 Months

Plan (Minimum term: 12 months)	\$25	\$35	\$60
Plan ID	801130/16056645	801131/16056655	801132/16056665
Minimum monthly charge	\$25/mth	\$35/mth	\$60/mth
Data to share	5GB	30GB	100GB
Cost of 1MB data	\$0.0049	\$0.0011	\$0.0006
Maximum cancellation fee Does not include device repayments (if applicable)	\$150	\$210	\$360
Minimum total cost Does not include any additional device repayments	\$300	\$420	\$720

Information on the Service

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

Eligibility

My Mobile Broadband Plus 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 12-month contract plans.

Mobile broadband device

You need a compatible mobile broadband 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 a device from Optus. You can pay for it in full on your next bill or pay it off in 12 monthly repayments

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 handset/mobile broadband 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

My Mobile Broadband Plus 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 Postpaid Mobile Broadband 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. 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 that bill cycle and your 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', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan. 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 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

The maximum cancellation fees are described in the table at the start of this summary. Plus if you cancel your plan, you'll also have to pay any remaining payments for your device in full if you have chosen a repayment option, plus all charges incurred up until the date of cancellation.

Plan changes

You can change your plan during your contract term to another 12-month or 24-month My Mobile Broadband Plus plan provided you move to a 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 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 countries).

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**.