

## Critical information summary

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

# \$60 Optus Wireless Broadband

Plan (Minimum term: month-to-month or 24 months)	\$60
Plan ID	801088/10984335
Minimum monthly charge	\$60/mth
Data	200GB
Cost of 1MB data	\$0.0003
Minimum total cost on 24-month plans Does not include any additional device repayments (if applicable)	\$1,440
Minimum total cost on month-to-month plans Does not include any additional device repayments (if applicable)	\$60

## Information on the service

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

### Eligibility

Optus Wireless Broadband 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 available as month-to-month or 24-month contract plans.

### Equipment needs

These plans can only be used with the Optus-supplied modems provided with your 24-month Optus Wireless Broadband plan. Customers on a month-to-month plan will need to purchase a modem at an upfront cost, which will be advised at the time of purchase, in order to use this plan. The SIM supplied with the modem must not be removed from the modem and will not work in any other device.

### Included data

Monthly data inclusions are set out in the table above.

If you use more than your included data during your billing month we'll automatically give you another 10GB for \$10. If you use more than 50GB of top-up data 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.

Data is counted in kilobytes, and includes uploads and downloads.

### Speed

Speeds are variable on the Optus 4G Mobile Network and will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

### 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](https://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

There are no plan cancellation fees. You will simply need to pay out the full remaining cost of your device (if applicable) which will include any monthly device credit that Optus was going to cover. Plus all charges incurred up until the date of cancellation.

### Plan changes

If you are on a 24-month plan, you can change your plan during your contract term to another 24-month Optus Wireless Broadband 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 the contract term a fee may apply and any device repayments will remain the same.

If you are on a month-to-month plan, you can change your plan to another month-to-month Optus Wireless Broadband or My Mobile Broadband plan once per month.

### 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](https://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](https://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](https://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 10GB data for \$10 to your account.

You can monitor your unbilled usage by:

- Downloading the My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)
- Visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

For more information about usage alerts see [optus.com.au/alerts](https://optus.com.au/alerts)

### Using your service overseas

You cannot use your included data if you are overseas.

### 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](https://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**.