

Critical information summary

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

Optus Family Plan

Information about the Service

The Optus Family Plan is a Postpaid Mobile service that contains the inclusions listed in the table below. The Optus Family Plan allows you to add up to three Optus Family SIMs to share your plan's included data.

Plan	Optus Family Plan	Optus Family SIM
Minimum monthly charge Minimum term one month	\$149/mth	\$0/mth
Monthly data to share for use in Australia	250GB	0GB
Standard national talk & text	Unlimited	Unlimited
Cancellation fees	There are no plan cancellation fees. If you cancel your plan early, simply pay the full remaining cost of your device(s), including any outstanding device payments and all charges incurred up to the end of the bill cycle in which the service was cancelled.	
Plan ID	33360573	33362293

Eligibility

This plan is available to new and recontracting services. Eligible customers may change rate plans to take up this plan.

You can have up to four SIMs/services per plan (one primary and up to three additional) and one Optus Family Plan per account. Customers who have a \$149 Optus Business Connect plan on their account are ineligible to have an Optus Family Plan on the same billing account. If you voluntarily suspend your primary Optus Family Plan you must suspend all associated Optus Family SIMs.

You are responsible for all charges incurred on your account by any associated Optus Family SIMs including device charges. The charge will begin when the primary Optus Family Plan is activated. If you haven't activated the primary Optus Family Plan within 60 days of signing up for it, Optus may suspend any linked Optus Family SIM services no less than 60 days after the first non-primary Optus Family SIM is activated. Optus may cancel any suspended services no less than 30 days after the relevant suspension date.

Bringing your own device

You may bring your own device to use with this plan(s).

Device Payment plan

You can buy an eligible device on a device payment plan and pay for it over a selected term by monthly instalments. You will need to remain on an 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. Any applicable device credits or discounts will be forfeited. If the primary Optus Family Plan service is cancelled (by you or Optus) then all device payment plans related to the services will be cancelled and you will need to pay out the full remaining cost of all of the devices with any applicable device credits or discounts forfeited. This is subject to your Australian Consumer Law rights. Limit of one device payment plan per eligible service.

New Phone Trade Up

If you add a 24 or 36-month device payment plan to your service, in the last 12 months of the device payment plan you can upgrade early to a new eligible device on a new device payment plan. Just pay the \$149 Trade Up fee, return your original device to Optus in good working order and sign up to your new 24 or 36-month device payment plan. You may also need to sign a separate agreement with our second hand vendor to transfer ownership of your original device.

Included value

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

- Standard national talk & 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.
- Data to share:** This plan(s) 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(s) and all services that share data with this plan(s) 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

Your monthly included calls, text and data cannot be used overseas and do 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

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. Optional extras may be available and charges may apply depending on your plan. By signing up to an optional extra, 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. Optional extras can be cancelled at any time; you just pay for these charges until the end of that billing month.

Fair Go Policy

Our Fair Go Policy applies to this plan. Its 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 services 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.

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

Cancellation

If you cancel or port out your primary Optus Family Plan, there are no plan cancellation fees but all associated Optus Family SIMs (and Optus Kids Plans, if any) will need to be changed or cancelled. If they are not changed or cancelled, they may be suspended and then cancelled by us. If your Optus Family Plan is cancelled (by you or by Optus), then all related device payment plans will be cancelled and you'll have to pay out any remaining payments for the devices under those device payment plans and any device credits or discounts will be forfeited. You will also need to pay all charges, including those outside of your plan inclusions (including for services or accessories), which have been incurred up to the end of the bill cycle in which the service was cancelled. Associated Optus Family SIMs that are inactive for more than six months may be suspended and then cancelled by us. This is subject to your Australian Consumer Law rights.

Plan changes

You can change your Optus Family Plan and Optus Family SIMs plan to an eligible plan once per billing period. If you change your plan and you also have a related device payment plan, your device payment plan will remain in place and your device payments will remain the same. 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 may still be charged in full for your current billing period. If you change your Optus Family Plan to an ineligible plan, all associated Optus Family SIMs (and Optus Kids Plans, if any) will need to be changed or cancelled. If they are not changed or cancelled, they may be suspended and then cancelled by us.

We may make changes to your plan, options and add-ons. This could include moving you to a new plan, option or add-on which may cost more. If we increase your plan price or add-on fees (additional data, international talk & text or roaming), decrease your data inclusion or move you to a new plan, we will give you at least 30 days' notice of these changes. If you don't like the changes, you can choose a new plan (once per billing period) or cancel your plan (see Cancellation above). For any other changes we make to your plan that we reasonably believe may adversely impact on you, we will give you reasonable notice of those changes.

Add-on changes

You can make changes to your plan add-ons at any time. For example, you may be able to add data. Data add-ons will be applied immediately and each data add-on can be added once per 24hrs, per service. You will receive the new inclusions straight away and pay the full cost of the add-on(s) on your next bill. The inclusion of your data add-on is added to your shared data allowance and will be shared across all services that share data on your billing account. Data add-ons expire if all the data is used or at the end of the billing period (whichever comes first). Any unused data is forfeited and cannot be rolled over to your next billing period.

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 usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your shared 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 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 and how to control your spend see optus.com.au/for-you/support/answer?id=1450

Using your service overseas

You cannot use your included calls, text and data if you are overseas. If you want to use your mobile phone 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 eligible destinations).

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

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**.

