

Critical information summary

Plan ID: 33769413/33769383/33730303

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

Qantas SIM Only Plans

Information about the Service

Description of the Service

These plans are for mobile services that provide access to the Optus mobile network using mobile phone devices.

Plan	\$39/month	\$59/month	\$79/month
Minimum term	Month-to-month	Month-to-month	Month-to-month
Monthly data to share for use in Australia	30GB	100GB	150GB
Standard national talk & text	Unlimited	Unlimited	Unlimited
Standard roaming calls and SMS for use while overseas in Zone 1 destinations (subject to change)	–	–	Unlimited*
Roaming data for use while overseas in Zone 1 destinations (subject to change)	–	–	5GB
Network access	Up to 4G Plus	Up to 5G	Up to 5G
Cancellation	If your plan is cancelled, you won't receive a pro-rata refund of charges paid in advance for the remainder of your payment cycle, unless otherwise provided in our standard agreement and subject to your consumer law rights.		

Eligibility

These plans are available to new services in selected channels as advertised from time to time.

Devices

You need a compatible mobile phone device to use with these plans. You may bring your own compatible device or you may be given the opportunity to buy a compatible device from us with these plans on a device payment plan and pay for it over a selected term by interest free monthly payments. You'll need to remain on an eligible plan for the term of your device payment plan. If your plan or your device payment plan is cancelled, you'll need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited.

What's included

Monthly inclusions 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.
- Monthly data**
These plans include a data amount as specified in the table above for use in Australia. These plans do not share data with any other Optus mobile or mobile broadband plan. If you use more than your included data, data usage on these plans will be slowed to a maximum of 1.5Mbps until the start of your next payment cycle, unless you purchase extra data. Slowed data speeds (maximum of 1.5Mbps) are suitable for general internet browsing and music streaming, however, some activities such as video streaming may see increased buffering and loading times. Any unused data expires at the end of each payment cycle. Data is counted in kilobytes, and includes uploads and downloads.
- International roaming calls, text and data**
If you have the \$79 plan you can use the included roaming value while overseas for standard national talk & text (excludes MMS) in Zone 1 destinations and to Australia, as well as your amount of roaming data for use in Zone 1 destinations. Select destinations are subject to change, see current list at optus.com.au/zone1 See section 'Using your service overseas' below for additional information.

Network access

Depending on which plan you choose, your network access may differ (as listed in the table above). Your network access may change if you change rate plans, for example you may become eligible for 5G network access (dependent on your plan, handset compatibility and coverage availability). 5G is available in selected areas (excl. NT and Tas). To check coverage visit optus.com.au/coverage

What's not included

Your monthly standard national 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 Mobile standard agreement found at optus.com.au/sfoa

You cannot make outbound calls or send SMS/MMS from Australia to international numbers on these plans. You also cannot make use of mobile premium services on these plans without a premium services add-on.

If you have the \$79 plan, you can only use your included international roaming inclusions in Zone 1 destinations (subject to change). You cannot make use of your international roaming value in any destinations not included in the Zone 1 destinations (listed at optus.com.au/zone1). You can only make/receive calls and SMS to/from numbers within the destination that you are roaming in or back home to/from Australia. If you exceed your roaming inclusions or have the \$39 or \$59 plan, you cannot use your service overseas unless you purchase a travel option.

Special Promotions and Extras

This summary doesn't include information on special promotions or optional extra services (bolt-ons/add-ons) that you may access with these plans. Charges may apply to optional extras, including entertainment services. By signing up to an optional extra, you agree that it is subject to change. We'll 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 need to pay for any charges until the end of your payment cycle.

Fair Go Policy

You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable or fraudulent, including by causing significant congestion to our network. We may take steps to monitor and ensure compliance with this policy, including by suspending or cancelling your service. For more information see optus.com.au/fairgo

Information about pricing

How are payments made?

Automatic payments via credit, debit or charge card are required for these plans. By signing up to these plans, you are agreeing to the Optus automatic payment terms at optus.com.au/about/legal/automatic-payment-terms
For further details visit optus.com.au/paymentsetup

When are payments made?

You will be automatically charged via your selected credit, debit or charge card at the start of each payment cycle for recurring charges. You can view your Invoices and payment method at any time in My Optus app or by visiting MyAccount.

Other information

Cancelling your plan

You can cancel your plan at any time by notifying us. You will not receive a refund of charges paid in advance for the remainder of any payment cycle, unless otherwise provided in our standard agreement and subject to your consumer law rights. Any related device payment plan will be cancelled and you will need to pay out any remaining device payments in full and any other charges owing, as a one off payment (if applicable), with any device credits or discounts forfeited (if applicable).

Changing your plan

We may make changes to your plan, including to the price or inclusions. This could include moving you to a new plan, which may cost more. We'll give at least 30 days' notice of any increase to monthly plan access fees, any decrease in data inclusions or any plan moves. If you don't like the change, you can choose a new plan (once per payment cycle) or cancel (see Cancelling your plan).

You can change to another eligible plan once per payment cycle or cancel at any time (see Cancelling your plan). If you change your plan, any related device payment plan will remain in place and the payments will remain the same. You may lose existing add-ons if you change to a plan that is not eligible for these and you will not receive a pro-rata refund of charges paid in advance for the remainder of your payment cycle, unless otherwise provided in our standard agreement.

Tracking your spend

We'll provide you with usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your included data (for use in Australia).

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 usage by:

- Downloading 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/alerts

Using your service overseas

You cannot use your plan's standard calls, text and data inclusions if you are overseas. If you have the \$79 plan, you can only use your international roaming inclusions in Zone 1 destinations (subject to change) or to Australia. If you exceed your international roaming inclusions, are not in a Zone 1 destination or have the \$39 or \$59 plan, you will not be able to access roaming data until you purchase a travel option (note these are only available for selected destinations). You can only make/receive calls and SMS to/from numbers within the destination that you are roaming in or back home to/from Australia.

To use international roaming overseas, you will need a device that supports Voice over LTE (VoLTE) using the 4G network. For more details and to make sure VoLTE is activated on your device, see optus.com.au/VoLTEroaming

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.

*These plans are intended to be used primarily within Australia. If there is extended use outside of Australia, we may suspend and/or cancel your service.

Customer Service

If you need assistance visit optus.com.au/contactus for information on how to get in touch with our customer service experts.

You can use My Optus app on your mobile to make a payment, check your account balance and usage, chat to customer care and more. Download 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 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**.