

Critical information summary

Plan ID: 35534872/35537612/35852234

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

Officeworks Voice Plans – 12 months

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	\$49 Minimum monthly charge	\$69 Minimum monthly charge	\$99 Minimum monthly charge
Minimum term	12 months	12 months	12 months
Monthly data for use in Australia	40GB	100GB	200GB
Standard national talk & text	Unlimited	Unlimited	Unlimited
Network access	Up to 4G Plus	Up to 5G	Up to 5G
Maximum plan cancellation fee	\$294	\$414	\$594
Does not include additional device payments (if applicable)			
Minimum total cost	\$588	\$828	\$1,188
Does not include additional device payments (if applicable)			

Eligibility

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

Devices

You need a compatible mobile phone device to use with these plans.

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.

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). To check coverage visit optus.com.au/coverage

What's not included

Your included monthly 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

Standard international calls from Australia will be charged at standard international PAYG rates. See optus.com.au/international 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 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

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, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary. If you exceed your monthly allowances, you may have to pay more than your minimum monthly charge set out in the table at the start of this summary or the speed of your service may be restricted.

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

Bill charges

We recommend that you select automatic payments (direct debit) as your payment method to avoid any additional payment charges. The below table outlines any additional charges that may apply when paying your bill.

Payments by direct debit	No charge
BPay payments	No charge
Electronic copy of your bill	No charge
Payments in-person at Australia Post	See optus.com.au/payments
Paper copy of your bill	See optus.com.au/billingfees
Late payment fee	See optus.com.au/billingfees
Non-direct debit fee	See optus.com.au/billingfees
Credit card payment fee	See optus.com.au/billingfees

For more details on methods to pay your bill visit optus.com.au/payments

Other information

Cancelling your plan

The maximum cancellation fee is described in the table at the start of this summary and will reduce each month of your contract term. Your cancellation fee will be half of your minimum monthly charge (excluding any applicable device charges) x months remaining in your minimum term. If you cancel your mobile plan, you'll also have to pay all charges incurred up to the end of the payment cycle in which the service was cancelled. This is subject to your consumer law rights.

Changing your plan

You can change your plan during your contract term to another eligible 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.

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); 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 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 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 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 selected destinations).

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

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 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**.