

## Critical information summary

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

# 30GB Data Plan 12-month SIM

Plan ID: 34487144

## Plan description

This is a postpaid mobile broadband service provided by Optus Mobile Pty Ltd that contains the inclusions listed in the table.

Plan (Minimum term: 12 months)	
Minimum monthly charge	\$35/mth
Monthly data to share For use in Australia	30GB
Cost of 1MB data	\$0.0011
Maximum plan cancellation fee Does not include additional device payments (if applicable)	\$210
Minimum total cost Does not include additional device payments (if applicable)	\$420

### Eligibility

This plan is available to new and recontracting services in selected channels.

### Minimum term

This is a 12-month contract plan.

### Device payment plan

You need a compatible device to use with this plan.

Depending on the eligibility in your selected channel, you may be given the opportunity to buy an eligible device on a device payment plan and pay for it over a selected term by monthly installments. If you cancel your plan or move to an ineligible plan, your related device payment plan will be cancelled. You'll need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited.

### Monthly data to share

Monthly data inclusion is set out in the table above.

This plan 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 (either on your device or any connected device) we'll automatically give you another 1GB for \$10.

If you use more than an extra 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

This plan does not include an allowance for standard national and international SMS and MMS. You also cannot use your plan's included data whilst overseas.

If you send SMS/MMS with this plan from a compatible device the following PAYG rates apply:

- 10c per standard national SMS or MMS sent to numbers in Australia
- 50c per SMS sent to international numbers from Australia
- 75c per MMS sent to international numbers from Australia

For further details of charges please refer to your pricing plan in the Mobile Internet standard agreement found at [optus.com.au/sfoa](http://optus.com.au/sfoa)

### 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 bill cycle and your plan will continue for the rest of its term.

### 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](http://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.

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

You can cancel your plan at any time with no cancellation fee. You'll need to pay all charges and fees, inclusive of charges outside of your plan inclusions, incurred up to the end of the bill cycle in which your service is cancelled. If you have a related device payment plan this will also be cancelled (unless you can link to another eligible plan). You will need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited. This is subject to your Australian Consumer Law rights. Cancellation also means you may lose any add-on, feature, mobile service number, usernames or Optus email service or addresses.

### Plan changes

You cannot change to a different mobile broadband plan whilst you are in the minimum term of this plan.

### Billing payment methods

We recommend that you select Direct Debit as your payment method to avoid any additional payment charges. The below table outlines additional charges that may apply when paying your bill. For more details on methods to pay your bill visit [optus.com.au/payments](https://optus.com.au/payments)

Direct Debit	No additional payment charge
BPay payment (manual)	No additional payment charge
Payments in-person at Australia Post	See <a href="https://optus.com.au/payments">optus.com.au/payments</a>
Electronic copy of your bill	No charge
Paper copy of your bill	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Late payment fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Non-direct debit fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Credit card payment fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>

## Other information

### Tracking your spend

We'll provide you with 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; and
- When we automatically add an additional 1GB data for \$10 to your account.

You can choose your preferred method of receiving usage alerts and service notifications by visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

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 and how to control your spend see [optus.com.au/for-you/support/answer?id=1450](https://optus.com.au/for-you/support/answer?id=1450)

### 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 eligible destinations).

To avoid any nasty surprises, see [optus.com.au/roam](https://optus.com.au/roam) 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](https://optus.com.au/MyOptusApp)

### Interpreter Service

- To speak to us in your language, call **1300 294 479** and follow the prompts
- 講廣東話的客戶可以通過撥打我們的翻譯傳譯服務團隊電話**1300 294 479**來聯繫我們
- 說普通話的客戶可以通過撥打我們的翻譯服務團隊電話**1300 294 479**與我們聯繫
- ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਗਾਹਕ ਸਾਡੀ ਦੁਬਾਸੀਆ ਸੇਵਾ ਟੀਮ ਨੂੰ **1300 294 479** 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹਨ।
- Ang mga kustomer na nagsasalita ng Tagalog ay maaaring kumontak sa amin sa pamamagitan ng pagtawag sa pangkat ng mga Serbisyo ng Interpreter sa **1300 294 479**
- يمكن للعملاء الناطقين باللغة العربية التواصل معنا عن طريق الاتصال بفريق خدمات الترجمة الشفوية لدينا على الرقم **1300 294 479**

### National Relay Service

If you're deaf or find it hard to hear/speak on the phone you can contact us through the National Relay Service. For more information, visit [www.accesshub.gov.au](https://www.accesshub.gov.au). Give them the Optus contact number **1800 505 201** to discuss any queries.

### 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. You can also visit [optus.com.au/complaints](https://optus.com.au/complaints), where you can get a copy of our Complaint Handling Policy. We encourage you to contact us first so that we can try to resolve your complaint straight away.

If you're not satisfied with how we have handled your complaint, you have the right to take it to the TIO on **1800 062 058**, which is a free and independent service.

This document is a summary only. The full Terms & Conditions for these plans can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

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