$35 MY PLAN PLUS

**UP TO 300 MINUTES**
For calls to standard Australian mobiles and landlines, calls to 13/1300 numbers and voicemail retrievals.

**500MB OF DATA TO SHARE**
Data can be shared with up to five other mobile broadband devices. There’s a one-off $5 fee for each mobile broadband device added.

**UNLIMITED STANDARD NATIONAL SMS & MMS**

**UNLIMITED STANDARD INTERNATIONAL SMS/MMS**
(To selected countries)

**INCLUDED HANDSET**
Handset repayments may also apply depending on the new phone you pick.

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**INFORMATION ABOUT THE SERVICE**

**How My Plan Plus works**
If you use more than 300 minutes during your billing month, we’ll automatically give you up to another 200 minutes for $10. If you then use more than this (so, more than 500 minutes), you’ll get unlimited minutes for another $10.

If you use more than your included data during your billing month (either on your mobile phone or any connected mobile broadband device), we’ll automatically give you another 1GB for $10. Each time you use all of your data inclusion we’ll give you another 1GB for $10, up to a maximum of 60GB additional data on one account per month. Your service may then be restricted or we may continue to charge you at these rates.

At the end of your billing month, you’ll automatically be moved back to your plan’s inclusions and charges (i.e. Up to 300 minutes and 500MB data).

**Minimum term**
It’s available on a 24 month contract. The Minimum Total Cost is $840 over 24 months (excluding any handset repayments).

**Data Sharing**
My Plan Plus lets you share the data in your mobile plan with up to five SIM-ready mobile broadband devices – like tablets, USB modems and laptops. For each device you add there’s a one-off $5 fee to set up a Shared Data Plan to enable your device/s to share data. For each device we will give you an Optus Data SIM if you need one or if you already have one we’ll need to activate it on the Shared Data Plan. You cannot make calls with the Data SIM.

Services that share data may have a service login to My Account which will display all service numbers contributing to or using the shared data pool on the account, and the amount each service has used.

There is a limit of five Shared Data Plans per My Plan Plus service. You can either:
- Bring your own mobile broadband device. It must be compatible with the Optus network. To check that it is compatible and set up to make the most of the Optus network, go to [optus.com.au/compatibility](http://optus.com.au/compatibility).
- Purchase a device from Optus. You can pay for it in full on your next bill or pay it off in 12 or 24 monthly repayments. Refer to Appendix D – Mobile Equipment Payment Plan at [optus.com.au/standardagreement](http://optus.com.au/standardagreement). You can have one device repayment per Shared Data Plan.

**Data sharing across My Plan Plus & My Plan Business**
If you have more than one My Plan Plus or My Plan Business on the same billing account, the included data combines into one data pool, which can be shared by all the devices connected on mobile My Plan Plus, My Plan Business or Shared Data Plans on that account. If you don’t want to share data between your services, they need to be on separate billing accounts. Data sharing is only available within Australia.

**Bundling arrangements**
You don’t need to bundle this plan with any other Optus service. However, you might be able to get additional discounts if you have another Optus Service.

**Special promotions and bolt-ons**
This summary doesn’t cover any special promotions or extra value added services (bolt-ons) that you may also select.
**CRITICAL INFORMATION SUMMARY**

**INFORMATION ABOUT PRICING**

**Minimum monthly charge**
$35 per month ($20 for minutes + $15 for data).

**Cancellation fees**
The maximum cancellation fee for this plan is $270, which will reduce each month of your contract term plus if you cancel your mobile plan, you’ll also have to pay any remaining payments for your phone or mobile broadband device if you have chosen a repayment option. If you receive a monthly handset credit, you will no longer be entitled to the credit and you’ll have to pay the remaining handset payments in full.

If you cancel your plan, and there are no other My Plan Plus or My Plan Business services on the account, you must also cancel any Shared Data Plans on the account. If you don’t, you will continue to be charged for any data usage on these services at $10 per 1GB within Australia or we may cancel them.

**Plan changes**
If you change your plan during your contract term a fee may apply and any payments you have for your phone will remain the same. Contact Customer Service if you would like further information.

**Mobile Calls**
Calls are billed in 1 minute increments. If you used all your 300 included minutes, the cost of a 2 minute call would be $0.13.

If you use more than your included minutes you’ll automatically be charged for more minutes, see below:

**ADDITIONAL MINUTES** | **ADDITIONAL COST**
---|---
300-500 MINS | $10
500-UNLIMITED | $10

**Data Usage**
Data will be counted in kilobytes, and includes uploads and downloads. The cost of 1MB included data is $0.0293.

If you exceed your included shareable data you’ll automatically be charged $10 for each additional 1GB data that you use (or part thereof), up to a maximum of 60GB on one account per month. Your service/s may then be restricted or we may continue to charge you at these rates.

If you have more than one My Plan Plus or My Plan Business plan on the same billing account, any additional usage charges (for your mobile or mobile broadband devices) will be applied to the first mobile service that connected a My Plan Plus or My Plan Business plan.

**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 fee. For more information please see optus.com.au/standardagreements

**OTHER INFORMATION**

**TRACKING YOUR SPEND**
We’ll send SMS usage alerts to your mobile phone once you’ve reached approximately:
- 50%, 85% and 100% of your included minutes or included shareable data
- 50%, 85% and 100% of the $5/$10 International Minutes Pack; and
- Each $50 (ex GST) of charges on services that aren’t part of your plan’s included minutes or data

We’ll also send you an SMS when you reach 85% and ‘100% of any additional minutes or data that you use above your standard plan inclusion each month.

You may also set an alert for your connected mobile broadband devices, and that alert will be sent at 85% and ‘100% of the amount you nominate. Note, this alert will be sent to the email address of the mobile broadband service and/or mobile phone number you specify.

You can monitor your unbilled usage by:
- Visiting My Account at optus.com.au/myaccount
- Downloading the My Optus App from optus.com.au/MyOptusApp

Mobile phones can check their usage and shared data services’ usage using My Optus App or in My Account using a service level log in. The account holder can check usage for all devices using My Account.

For more information about usage alerts, including setting up alerts for any mobile broadband devices attached to your My Plan Plus see optus.com.au/alerts

**USING YOUR SERVICE OVERSEAS**
You cannot use your included minutes and shareable data if you are overseas. If you want to use your mobile phone or mobile broadband device when you’re overseas you’ll need to activate roaming if its 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 and any mobile broadband devices separately; or
- You can purchase a travel pack. You will need a separate travel pack for each mobile and/or mobile broadband device (note, these are only available for certain countries)

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

**CUSTOMER SERVICE**
You can SMS ‘Menu’ to 9999 for free from your Optus Mobile for account balance, payment details, to activate roaming and voicemail at any time.

For other assistance and account information, see optus.com.au/customerhelp

**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.