

Critical information summary

Unleashed Mobile 12M SIM Only

Plan ID: 800848/20095509, 800846/20093329, 800847/20094419

UNLEASHED 12M SIM ONLY	\$60/mth For 1 st Unleashed service	\$50/mth For 2 nd Unleashed service	\$40/mth per service For 3 rd , 4 th and 5 th Unleashed services
Minimum cost over 12 months, not including the cost of your existing service(s)	\$720	\$1,320	\$1,800 (3 services), \$2280 (4 services) or \$2760 (5 services)
Number of Unleashed Mobile Services	1	2	3 - 5
Unlimited Talk & Text Standard Australian mobiles and landlines, 13/1300 numbers and voicemail. Standard national SMS and MMS.	UNLIMITED MOBILE DATA For use in Smartphones and some tablet devices only. Music and Video streaming, downloads and tethering at 1.5Mbps. During congestion, heavy data users may be deprioritised and experience slower speeds. Fair Go Policy applies.		
Maximum cancellation fee per service	\$360	\$300	\$240
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Information about the service

Eligibility

This plan is only available to selected customers directly invited by Optus who connect one or more new Unleashed Mobile 12M SIM plans. This plan is not available with any other offer and does not share data with other plans. Each eligible customer may have a maximum of 5 Unleashed plans per account.

If you cancel an Unleashed plan, the cheapest plan fee will be removed and the plan fees for the remaining plan/s altered so that you continue to be charged in accordance with the Unleashed plan structure (\$60, \$50, \$40, \$40, \$40) for your remaining services.

Minimum term

This plan is available on a 12-month contract. The minimum cost is specified in the table above, when you pay via direct debit and have ebilling.

Mobile handset

You need a compatible mobile handset. You can either:

- Bring your own handset. To check it is compatible and set up to make the most of our network go to optus.com.au/compatibility
- Purchase a handset from Optus. You can pay for it in full on your next bill or in 12 or 24 monthly repayments.

Special promotions and add-ons

This summary doesn't cover any special promotions, or all available add-ons, or extra value services that you may also select.

Network Management

Music and Video downloads and streaming will be limited to 1.5Mbps which delivers Standard Definition video streaming. Tethering from your mobile phone or tablet connected to this plan will be limited to 1.5Mbps, resulting in slower downloads and uploads. For use in eligible smartphone and tablet devices only. Other devices may be blocked.

During peak and congested periods, we may manage network congestion by deprioritising the heaviest data users on the network. Heavy data users may experience slower download speeds to ensure overall network experience is maintained for all customers.

If at any time we have not enforced network management controls, we may later enforce them without notice to you.

Unlimited usage types

For use within Australia

Calls to standard Australian mobiles and landlines, 13/1300/1800 numbers and voicemail

Standard national SMS and MMS

National diversions

Things you'll be charged extra for

Directory Assistance 1223	50c per call
124YES	90c per minute plus \$1.75 flagfall
Standard national video calling	\$1.00 per minute plus 40c flagfall
International Calls	See optus.com.au/international
International standard SMS	50c per text up to 160 standard characters
International MMS	75c per MMS

Optional International add-on:

\$5/mth

Up to 1000 minutes of standard international calls and unlimited standard SMS and MMS to 32 selected countries from Australia. Countries include; Austria, Bangladesh, Cambodia, Canada, Chile, mainland China, Croatia, France, Germany, Greece, Hong Kong, Hungary, Indonesia, India, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, USA and Vietnam

International video calling	\$1.50 per minute plus 35c flagfall
International diversions	'yes' International Rates. See optus.com.au/international
International Roaming	See optus.com.au/travel
Premium talk and text to 19 numbers (e.g. competitions, TV voting, content)	Additional charges apply as advertised

Fair Go Policy

The purpose of our Fair Go Policy is to ensure that all our customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan.

The Fair Go Policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies.

Your service may be slowed, suspended, terminated or restricted for misuse, abnormal use, interference with our network or with our ability to provide quality service to other users or for not complying with this policy.

For more information see optus.com.au/fairgo

Information about pricing

Minimum monthly charge

Your 1st service: **\$60** per month;

Your 2nd service: **\$50** per month;

Your 3rd service: **\$40** per month;

Your 4th service: **\$40** per month;

Your 5th service: **\$40** per month;

when you pay via direct debit and have ebilling.

For more information see optus.com.au/unleashedhelp

Cancellation fees

If you cancel your service early, you'll need to pay cancellation fees and any remaining handset and accessory payments (if applicable). The maximum cancellation fee is set out at the beginning of this summary and will reduce each month of your contract term.

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 spend

We'll send SMS usage alerts to your mobile each time you incur charges of \$45.45 (ex GST) or \$50 (inc GST) on services that aren't part of your plan's inclusions.

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

For more information about usage alerts see optus.com.au/alerts

Using your service overseas

You cannot use your plan's call, text and data inclusions 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 or
- You can purchase a travel pack. You will need a separate travel pack for each mobile (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 use 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

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**.