

Critical information summary

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

\$79 Business Choice Promo Plan – month-to-month

Information about the Service

Description of the service

This plan is for a Postpaid Mobile service that provides access to the Optus mobile network using a mobile phone device.

Plan	
Minimum monthly charge	\$79/mth
Special Offer	\$69/mth for the first 12 months (see "Information about pricing" on page 2 for details)
Minimum Term	Month-to-Month
Monthly data to share for use in Australia	360GB
Standard national talk & text	Unlimited
Standard international talk & text to 35 Selected Destinations from Australia	Unlimited
International roaming *not a plan inclusion. Additional charges apply	Optus Business \$5 Roaming Pass is auto turned on in My Optus app. See details below.
Cancellation fees	There are no plan cancellation fees. If applicable, you'll need to pay out any remaining device payments in full as well as all charges incurred up to the end of the bill cycle in which your service is cancelled.
Plan ID	37742314

Eligibility

To be eligible for this plan you or your business must provide us with a registered ACN, ARBN or ABN.

Devices

You need a compatible mobile phone device to use with this plan.

You may bring your own compatible device, or buy a compatible device from us with this plan 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 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.

Included value

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.
- Standard international talk & text from Australia**
This plan's included international calls, SMS and MMS can be used to standard numbers to the following destinations: Brazil, Brunei, Cambodia, Canada, mainland China, Colombia, Denmark, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Lebanon, Malaysia, Malta, Mexico, New Zealand, Norway, Poland, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, UK, USA and Vietnam (Selected Destinations).
- Monthly data to share**
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, these plans and all services that share data with these plans will be slowed to a maximum of 1.5Mbps until the start of your next billing period, 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 billing period. 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

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

You can only use your included international calls and SMS/MMS to Selected Destinations. Calls and SMS/MMS outside of your inclusions or to other destinations will be charged at standard international PAYG rates, see optus.com.au/international for rates.

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, extras, add-ons and subscriptions

This summary doesn't include information on special promotions, optional extras, add-ons or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, add-ons and subscriptions.

You can purchase a range of different special promotions, optional extras, add-ons or subscriptions add-ons to complement your plan from My Optus app. For example, you may purchase international roaming and/or calling add-ons. Check out My Optus app or our website for further details and full terms of each add-on.

Fair Go Policy

Our Fair Go Policy applies to these plans. 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 these plans. 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

Information about pricing

Special Offer \$69/mth for 12 months

Available to eligible business (excludes Tech Fund & Fleet) customers signing up to this plan. Offer is forfeited if you cancel, move to an ineligible plan, or (after the advertised offer end date) recontract your plan by adding or removing a device payment plan. Available on up to 6 services under one account. Not available with other SIM plan offers, unless specified. Plan fee is \$69/mth for the first 12 months and then increases from month 13 to \$79/mth or as otherwise notified by Optus.

Your Charges

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.

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.

Plan changes

You can change to another eligible month-to-month plan once per billing period. If you change your plan and you also have a related device payment plan, your device payment plan will remain in place and your device payments will remain the same. You may lose your existing add-ons and/or options if you change to a plan that is not eligible for these add-ons and/or options, and these will still be charged in full for your current billing period.

We may make changes to your plan, options and add-ons. This could include moving you to a new plan, option or add-on which may cost more. If we increase your plan price or add-on fees (additional data, international talk & text or roaming), decrease your data inclusion or move you to a new plan, we will give you at least 30 days' notice of these changes. If you don't like the changes, you can choose a new plan (once per billing period) or cancel your plan (see Cancellation above). For any other changes we make to your plan that we reasonably believe may adversely impact on you, we will give you reasonable notice of those changes.

Add-on changes

You can make changes to your plan add-ons at any time. For example, you may be able to add data. Data add-ons will be applied immediately and each data add-on can be added once per 24hrs, per service. You will receive the new inclusions straight away and pay the full cost of the add-on(s) on your next bill. The inclusion of your data add-on is added to your shared data allowance and will be shared across all services that share data on your billing account. Data add-ons expire if all the data is used or at the end of the billing period (whichever comes first). Any unused data is forfeited and cannot be rolled over to your next billing period.

Billing payment methods

Additional charges may apply depending on the method you use when paying and receiving your bill. Selecting Direct Debit as your payment method and receiving your bills electronically will avoid any additional payment charges. For further details on the charges incurred for different payment or bill delivery methods visit optus.com.au/payments

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 (for use in Australia);
- 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 unbilled 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 with Optus Business \$5 Roaming Pass

You cannot use your included calls, text and data if you are overseas. If you want to use your mobile phone when you're in Zone 1 destinations you'll need to activate Optus Business \$5 Roaming Pass. Optus Business \$5 Roaming Pass is auto-turned on, includes 5GB data and unlimited standard talk and text (Fair Go Policy applies) within 24 hours or until you reach 5GB, whichever comes first. If you continue using your service, we'll automatically add another 5GB for \$5.

If roaming is active within your device settings and My Optus app, Optus Business \$5 Roaming Pass will activate automatically when you land overseas upon first use, talk or text or using data. You can manage International Roaming and check usage in My Optus app. Download the My Optus app from optus.com.au/MyOptusapp

If you want to use your mobile phone in destinations not included in the Optus Business \$5 Roaming pass, you will be charged at the standard roaming rates for your mobile.

To avoid surprises, see optus.com.au/roam for more information on Optus Business \$5 Roaming Pass, eligible destinations, roaming call and data rates, and tips on how to control your spend.

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**

This is a summary only – the full Terms and Conditions for this plan can be found at optus.com.au/standardagreements
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