

Critical information summary

Plan ID: 36182244

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

Optus Choice Plus Data Plan – Month-to-month

Information on the Service

Description of the Service

This plan is for a mobile broadband service that include a monthly data allowance for use within Australia. This plan is for use with a tablet or mobile broadband device.

Plan		Optus Choice Plus Data Plan
Minimum monthly charge		\$20/mth
Minimum term		Month-to-month
Monthly data to share for use in Australia		20GB
Cost of 1MB data		\$0.001
Network access		Up to 5G
International roaming		Daily Roaming for \$5 is auto turned on in My Optus app. See details below.
*Not a plan inclusion. Additional charges apply.		
Cancellation	If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle, unless provided in our standard agreement and subject to your consumer law rights. Any related device payment plan will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment.	
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Eligibility

This plan is only available to eligible customers.

Devices

You need a compatible mobile broadband device to use with this plan. You may bring your own compatible device, or buy a compatible device from us outright or 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.

Monthly data to share

Monthly data inclusions are set out in the table above. This plan shares data within Australia. If you have more than one eligible plan that data shares on the same account, the included monthly data allowance will combine into one data sharing pool, which will be shared by all the eligible plans that share data on that account. If you use more than your included data, data usage on this plan and all services that share data with this plan 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. If you don't want to share data between your services, they will need to be on separate accounts. Data is counted in kilobytes, and includes uploads and downloads.

Network access

This plan provides access to the Optus 5G network. You will need a compatible 5G device and to be in an Optus 5G network coverage area to access the Optus 5G network. 5G is available in selected areas (excl. NT). Check coverage at optus.com.au/coverage.

When not in an Optus 5G network coverage area, compatible devices will switch to the Optus 4G or 3G network where it is available.

What's not included

This plan does not enable you to make standard national or international calls, send standard national and international SMS/MMS or make use of premium mobile services. You also cannot use your plan's included data whilst overseas.

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 this plan. 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

How are payments made?

Automatic payments via credit, debit or charge card are required for this plan. By signing up to this plan, you are agreeing to the Optus automatic payment terms at

optus.com.au/about/legal/automatic-payment-terms For further details visit optus.com.au/paymentsetup

When are payments made?

You will be automatically charged via your selected credit, debit or charge card at the start of each payment cycle for recurring charges. You can view your invoices and payment method at any time in My Optus app or by visiting MyAccount.

Other information

Cancelling your plan

You can cancel your plan at any time by notifying us. You'll not receive a refund of charges paid in advance for the remainder of your payment cycle, unless provided in our standard agreement and subject to your consumer law rights. Any related device payment plan will be cancelled and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment.

Changing your plan

We may make changes to your plan, including to the price or inclusions. This could include moving you to a new plan, which may cost more. We'll give at least 30 days notice of any increase to monthly plan access fees, any decrease in data inclusions or any plan moves. If you don't like the change, you can cancel your plan (see Cancelling your plan).

Tracking your spend

We'll provide you with usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your included data.

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 the 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 Daily Roaming

You cannot use your included calls, text and data if you are overseas. If you want to use your mobile broadband device when you're in Zone 1 destinations you'll need to activate Optus Daily Roaming for \$5. No other roaming options are available on this plan. Optus Daily Roaming is auto-turned on, includes 5GB data for use 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 Daily Roaming will activate automatically when you land overseas upon first use of your device. You can manage International Roaming and check usage in My Optus app. Download the My Optus app from optus.com.au/MyOptusapp

For more information on Optus Daily Roaming Service and eligible destinations please visit Optus.com.au/roam

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 the My Optus App on your mobile to make a payment, check your account balance and usage, chat to customer care and more. Download the 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**.