

# CRITICAL INFORMATION SUMMARY

Plan ID: 170001



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

## Information about the service

Gomo is a subscription mobile service. To use Gomo, you must establish a subscription via the Gomo Australia app, where you can also manage your service. Your subscription will automatically renew at 11:00pm Sydney time on the day of expiry of the then current subscription period. You can manage all subscription options, including ending the subscription, via the Gomo Australia app.

Gomo plan includes the following standard plan inclusions for use within Australia.

Gomo Subscription	\$15	\$25	\$35
<b>Included minutes</b> (Talk) to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail.	Unlimited	Unlimited	Unlimited
<b>Included SMS/MMS</b> (Messages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited
<b>International calls</b> (Selected Intl Talk) from Australia to standard International numbers	N/A	Unlimited standard International calls to 15 selected destinations	Unlimited standard International calls to 15 selected destinations
<b>Standard Data</b> Counted per KB	8GB	40GB	60GB
<b>Data Rollover</b>	Roll over unused included standard Data up to a max of 200GB when your subscription is maintained	Roll over unused included standard Data up to a max of 200GB when your subscription is maintained	Roll over unused included standard Data up to a max of 200GB when your subscription is maintained
<b>Subscription period</b>	30 days	30 days	30 days
<b>eSim 30 Day Trial</b>	Yes	Yes	Yes

**Data Rollover:** Roll over unused included standard data up to a max of 200GB when you maintain an active subscription or when you set up a new subscription before expiry. If you accrue over 200GB of Data Rollover you will forfeit any data over that limit. **International Calls:** Excludes premium/special/satellite/overseas toll-free numbers and video calls. International destinations are Canada, mainland China, France, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, United States. Calls to other destinations are not supported on the \$25 or \$35 subscriptions. No calls to international destinations are supported on the \$15 subscription. **eSIM 30 Day Trial:** Pay \$0 for the first 30-day subscription on any gomo mobile plan. Only available to customers with an eSIM capable device activating a new service on an eSIM. Excludes rate plan changes and SIM swaps. Must be activated via the Gomo Australia app. Credit/debit card details required for activation, plus valid ID if prompted. Fair Go Policy applies. Subscription will renew after 30 days unless cancelled and subscriptions will be charged at the current standard in-market price. **Add Ons:** You can purchase Add Ons as you need them only via the Gomo Australia app.

\$5 Data Booster	
<b>Data</b> Counted per KB.	5GB of standard data
	Unused data will rollover when your subscription is maintained otherwise data will expire with current subscription expiry. All for use in Australia

**\$5 Data Booster:** Can only be purchased via the Gomo Australia app while you have an active subscription. Data booster is applied to your main data balance.

Gomo Communications is supplied by Optus Mobile Pty Ltd (ABN 65 054 365 696) under Optus' standard agreement.

## Information about pricing

### Mobile calls & data usage

Minutes are counted in per minute increments. All data included in subscription is counted per KB, and includes uploads and downloads.

### Other usage types

Calls to Directory Assistance 1223, 124YES, Standard national video calling, Premium content and messages to 19 numbers are not supported on this plan.

### Service expiry

If you cancel your subscription, your service will be disconnected from the Gomo network. To keep your service number, you need to port to another carrier or renew your Gomo subscription within 186 days from the date of your subscription expiry or termination.

### Calls to 1800 numbers

If you have an active subscription you will be able to make calls to 1800 numbers up until the time your subscription expires.

### Calls to help lines

If you have zero credit, you can call Triple Zero (000), Lifeline (13 11 44), Beyond Blue (1300 22 4636) and Kids Helpline (1800 55 1800). Calls to these numbers made while you're in Australia will not be charged from your credit.

## Other information

### Mandatory goods

You need to supply your own mobile phone in order to access the Gomo service with the SIM card we will provide to you. In order to access data using this service, your phone will need to be internet capable and your device must be iOS 12.0 or later, Android 5.0 or later and not locked to other networks. To check your device is compatible and set up to make the most of the Optus network, go to [gomo.com.au/compatibility](https://gomo.com.au/compatibility). To use eSIM, you will need an eSIM compatible phone.

### Coverage

Coverage availability will vary depending on your device compatibility and location. Please refer to [gomo.com.au/coverage](https://gomo.com.au/coverage) to check if your device can take full advantage of the Gomo network.

### Activating a Mobile service

To use this service, you need to purchase a Gomo SIM online or in participating retail outlets, or choose eSIM online, and activate via the Gomo Australia app. Check your SIM card packaging for details.

### Tracking your spend

The easiest way to manage your Gomo service, check your balance, usage and manage your subscription details is via the Gomo Australia app.

### Using your service overseas

International roaming is not supported on this plan.

### Fair Go Policy

The Fair Go Policy ensures that all our customers can access our services and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including 'non-ordinary' or 'commercial purpose use' of this service. The 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. You can find the policy at [optus.com.au/fairgo](https://optus.com.au/fairgo).

### Customer Service

For assistance and account information see [gomo.com.au/support](https://gomo.com.au/support) or message us via the Gomo Australia app.

### Customer complaints

You can contact our complaint resolution area online at [gomo.com.au/complaints](https://gomo.com.au/complaints) or by calling us on 1300 487 173. 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.

### Gomo plan

May expire or be withdrawn at any time. See mobile offer end dates and check [gomo.com.au](https://gomo.com.au) for current rates and plans. Plans may no longer be available if you do not activate your SIM within 30 days of purchase.