

Critical information summary Plan ID: 35989234/35989244/35989254/35989264

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

Optus Choice Plus – month-to-month

Information about the Service

Description of the Service

These plans are for mobile services that provide access to the Optus mobile network using mobile phone devices.

Plan	Small	Medium	Large	Extra Large
Minimum monthly charge	\$49/mth	\$59/mth	\$69/mth	\$89/mth
Minimum term	Month-to-month	Month-to-month	Month-to-month	Month-to-month
Monthly data to share for use in Australia	30GB	100GB	220GB	360GB
Standard national talk & text	Unlimited	Unlimited	Unlimited	Unlimited
Standard international talk & text to 35 Selected Destinations from Australia	–	Unlimited	Unlimited	Unlimited
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. 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. Subject to your consumer law rights.

Eligibility

These plans are only available to eligible customers.

Devices

You need a compatible mobile phone device to use with these plans.

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.

What's included

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:** If you have the \$59, \$69 or \$89 plan, included 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:** These plans share 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 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 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.

What's not included

If you have the \$59, \$69 or \$89 plan, you can only use your included international calls and SMS/MMS to Selected Destinations. You cannot make outbound international calls or send international SMS/MMS to any destinations not included in the Selected Destinations (listed above).

If you have the \$49 plan, you cannot make outbound calls or send SMS/MMS to international numbers unless you purchase an international calls and SMS/MMS add-on.

Your monthly standard national calls, text and data cannot be used overseas.

You cannot make use of mobile premium services on these plans.

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

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 these plans. By signing up to these plans, 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 will not receive a refund of charges paid in advance for the remainder of your payment cycle, unless otherwise set out in our agreement. 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. This is subject to your consumer law rights.

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 choose a new plan (once per payment cycle) or cancel (see Cancelling your plan).

You can change to another eligible plan once per payment cycle or cancel at any time (see Cancelling your plan). If you change your plan, any related device payment plan will remain in place and the payments will remain the same. You may lose existing add-ons if you change to a plan that is not eligible for these and you will not receive a pro-rata refund.

Tracking your spend

We'll provide you with usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your shared data (for use in Australia).

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 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 with Optus Daily Roaming

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 Daily Roaming for \$5. No other roaming options are available on this plan. Optus Daily Roaming 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 Daily Roaming 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

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 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**.