

Critical information summary Plan ID: 35989284/33457385

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

\$165 Optus Plus Family Plan

Information about the Service

Description of the Service

This plan is for a mobile service that provides access to the Optus mobile network using a mobile phone device. This plan allows you to add up to 3 additional Optus Plus Family SIMs to share your plan's included data.

Plan	Optus Plus Family Plan	Optus Plus Family SIM
Minimum monthly charge	\$165/mth	\$0/mth
Minimum term	Month-to-month	Month-to-month
Monthly data to share for use in Australia	320GB	OGB
Standard national talk & text	Unlimited	Unlimited
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

This plan is only available to eligible customers. Eligible customers may change rate plans to take up this plan.

If you voluntarily suspend your primary \$165 Optus Plus Family Plan you must suspend all associated Optus Plus Family SIMs.

You are responsible for all charges incurred on your account by any associated Optus Plus Family SIMs including device charges. The charge will begin when the primary \$165 Optus Plus Family Plan is activated. If you haven't activated the primary \$165 Optus Plus Family Plan within 60 days of signing up for it, Optus may suspend any linked Optus Plus Family SIM services no less than 60 days after the first non-primary Optus Plus Family SIM is activated. Optus may cancel any suspended services no less than 30 days after the relevant suspension date.

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 are 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.
- Monthly data to share:** 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.

What's not included

Your monthly included calls, text and shared data cannot be used overseas.

You cannot make outbound calls to international numbers, send SMS/MMS to international numbers or make use of mobile premium services on this plan.

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 this plan. 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 this plan. 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

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/paymentssetup

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

If your plan is cancelled, 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. All associated Optus Plus Family SIMs (and Optus Plus Kids Plans, if any) will need to be changed or cancelled, otherwise they may be suspended and/or cancelled by us. All related device payment plans 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. Associated Optus Plus Family SIMs that are inactive for more than six months may be suspended and then cancelled by us. 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. If you change your plan to an ineligible plan, all associated Optus Plus Family SIMs (and Optus Plus Kids Plans, if any) will need to be changed or cancelled. If they are not changed or cancelled, they may be suspended and then cancelled by us.

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 overseas

You cannot use your included calls, text and data if you are overseas. If you want to use your mobile phone while you're overseas you'll need to purchase a roaming add-on. You can purchase a roaming add-on using My Optus app. Roaming add-ons are only available for eligible destinations.

For more information on eligible destinations and details on our roaming add-ons 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**.