

## Critical information summary

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

# 30GB Data Plan 12-month SIM

## Plan (Minimum term: 12 months)

Minimum monthly charge	\$35/mth
Monthly data to share For use in Australia	30GB
Cost of 1MB data	\$0.0011
Maximum cancellation fee Does not include device payments (if applicable)	\$210
Minimum total cost Does not include device payments (if applicable)	\$420
Plan ID	34487144

## Information on the Service

This plan is a Postpaid Mobile Broadband service which includes a monthly data allowance for use within Australia.

### Eligibility

This plan is available to new and recontracting services in selected channels.

### Minimum term

This is a 12-month contract plan.

### Mobile broadband device

You need a compatible mobile broadband device to use with this plan, to check it's compatible and set up to make the most of our network go to [optus.com.au/coverage](https://optus.com.au/coverage)

### Monthly data to share

Monthly data inclusion is set out in the table above.

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 Pool, which will be shared by all the plans that share data on that account. If you use more than your included data (either on your device or any connected handset/mobile broadband device) we'll automatically give you another 1GB for \$10. If you use more than an extra 150GB on a single billing account we may continue to charge you at the same rates, restrict your data or slow your speed to 256Kbps until the next billing period. Data expires at the end of each billing month.

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

This plan does not include an allowance for standard national and international SMS and MMS. You also cannot use your plan's included data whilst overseas. If you send SMS/MMS with this plan from a compatible device the following PAYG rates apply:

- 10c per standard national SMS or MMS sent to numbers in Australia
- 50c per SMS sent to international numbers from Australia
- 75c per MMS sent to international numbers from Australia

For further details of charges please refer to your pricing plan in the Mobile Internet standard agreement found at [optus.com.au/sfoa](https://optus.com.au/sfoa)

### Special promotions and extras

This summary may not cover all special promotions or optional extras you may select. Entertainment options may be available and charges may apply depending on your plan. By signing up to an entertainment option, you agree that it is subject to change at any time. We will try to give you at least 21 days' prior notice of a change, however, this does not entitle you to terminate your plan. Entertainment options can be cancelled at any time; you just pay for these charges until the end of that bill cycle and your plan will continue for the rest of its term.

### 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](https://optus.com.au/fairgo)

## Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. If you use your device for things not included in your plan or exceed your monthly data allowance, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary.

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

The maximum cancellation fee is described in the table at the start of this summary and will reduce each month of your contract term by equal amounts. Plus if you cancel your plan, you'll also have to pay any remaining payments for your device in full if you have chosen a repayment option, plus all charges incurred up until the date of cancellation.

### Plan changes

You cannot change to a different mobile broadband plan whilst you are in the minimum term of this plan.

### Billing

#### • Paper invoice fee

You'll be charged **\$2.20** each month if you choose to receive a paper bill. To see your bills online, or request email billing go to [optus.com.au/myaccount](https://optus.com.au/myaccount)

#### • Payment processing fee

If you don't pay by direct debit (bank account or credit card) or BPay savings, a payment processing fee will apply. For details go to [optus.com.au/payments](https://optus.com.au/payments)

#### • Late payment fee

If you don't pay your bill by its due date we may charge you a late payment fee. For more information please see [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

## 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;
- Each time you incur charges of \$50 (incl. GST) on services that aren't part of your plan's included data;
- 85% and 100% of any additional data that you've used above your standard plan inclusion each month; and
- When we automatically add an additional 1GB data for \$10 to your account.

You can monitor your unbilled usage by:

- Downloading the My Optus App from [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp)
- Visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

For more information about usage alerts

see [optus.com.au/alerts](https://optus.com.au/alerts)

### Using your service overseas

You cannot use your included data if you are overseas. You will be charged at standard roaming rates, or you may be able to purchase a travel option (only available for certain destinations).

To avoid any nasty surprises, see [optus.com.au/travel](https://optus.com.au/travel) for information on roaming charges and tips on how to control your spend.

### Customer Service

You can use the My Optus App on your mobile to pay a bill, check your account balance and usage, chat to customer care and more. Download the My Optus App from [optus.com.au/MyOptusApp](https://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**.